



# Upper Hutt City Council

## Annual Residents' Survey



Report – June 2020



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## Technical summary

### Introduction

- The Upper Hutt City Council has an ongoing need to measure how satisfied residents are with the services, facilities and resources they provide, and to prioritise improvement opportunities that will be valued by the community

### Research Objectives

- To assess satisfaction among residents in relation to the services, facilities and other activities run by the Council
- To determine changes in performance relative to previous years in relation to key service deliverables
- To identify improvements that would be valued by residents

### Methodology

- The questionnaire provides for measurements across a broad range of Council's activities and services, and in particular, facilitates assessment of performance relative to Long Term Plan objectives
- The survey was conducted by telephone with a sample of 403 residents living in the Upper Hutt City area with interviewing being conducted to quarterly targets each of n=100. Interviewing took place between 25<sup>th</sup> September 2019 and 28<sup>th</sup> May 2020
- Data collection was managed to quota targets by age, ward and ethnicity. Post data collection, the sample has been weighted so it is aligned with known population distributions as contained in the Census 2018
- At an aggregate level the sample has an expected 95% confidence interval (margin of error) of +/- 4.9%
- Unless indicated otherwise, all performance scores have been calculated excluding 'don't know' responses
- Results have been rounded to the nearest whole number. Where results measured on a 1-10 scale have been summarised into groups, the sum of these groups may result in a difference of +/- 1%



# Executive summary

## Executive summary

1

Residents' perception of Upper Hutt City Council remains very high in 2020. Overall satisfaction with the Council remains at 70% (respondents rated the performance 7-10).

2

Value for money remains the area with the most impact on residents' perception of Council's performance. Even though satisfaction with *Rates being fair and reasonable* has increased slightly in the past 12 months, it still remains the area with the lowest performance.

3

Residents perception and visitation of public services showed no significant change in the past 12 months. This is the area that we were expecting to see a slight decrease, due to no usage during the lockdown, as well as limited usage during Alert levels 2 and 3.

4

The Council has a consistent strong reputation profile with 68% of residents classified as '*Champions*', that is, having a positive emotional connection with Council and recognising that Council is doing a good job. Considerably less residents in 2020 are considered '*Sceptics*' compared with 2019 (18% vs. 22% respectively), who do not value or recognise Council's performance and have doubts and lack of trust.

5

Water management is one of the areas with a significant difference in residents' perception depending on the ward and ethnicity. People who live rural and Māori tend to be less satisfied with stormwater and sewage system.

6

Residents continue to evaluate their local neighbourhood and environment very well, particularly in relation to the overall *Pleasantness of their neighbourhood* and *Retail shopping* in the city, which showed an increase in satisfaction compared with 2019.

## Performance framework measures

Performance measures (7-10%, excluding 'Don't know')	Aim - 2020	2015	2016	2017	2018	2019	2020	Change
<b>Community outcome - Environment</b>								
Visited parks, reserves or gardens in the past 12 months	83%	-	-	-	-	83%	86%	+3%
Resident satisfaction with parks, reserves and gardens	95%	96%	93%	98%	95%	92%	91%	-1%
User satisfaction with the Upper Hutt pathways network	82%	-	-	-	-	82%	89%	+7%
Used the drop-off point in the previous 12 months	40%	-	-	-	-	40%	49%	+9%
<b>Community outcome - Community</b>								
User satisfaction with customer service provided by library staff	95%	97%	92%	92%	90%	96%	96%	-
H <sub>2</sub> O Xtream: User satisfaction with the facility	80%	82%	86%	85%	90%	91%	84%	-7%
H <sub>2</sub> O Xtream: Satisfaction with service provided by staff	90%	82%	87%	82%	87%	87%	89%	+2%
Community satisfaction with the range and quality of events and exhibitions	90%	89%	92%	87%	95%	97%	93%	-4%
Awareness of how much water per person should be stored in the case of an emergency event	16%	-	-	-	-	16%	16%	-
<b>Community outcome - City Centre</b>								
Resident satisfaction: Appearance of the city centre	75%	52%	56%	55%	65%	61%	60%	-1%
Resident satisfaction with safety in the city centre	85%	70%	73%	69%	77%	74%	69%	-5%
Resident satisfaction with safety in their neighbourhood	85%	85%	82%	81%	83%	84%	82%	-2%
<b>Community outcome - Infrastructure</b>								
Resident satisfaction with street lighting	85%	72%	77%	71%	78%	79%	75%	-4%
Resident satisfaction with street cleanliness	85%	81%	82%	78%	81%	80%	76%	-4%
<b>Council is fit for purpose and capable</b>								
Reputation	74%	-	-	-	-	74%	74%	-
Perceived value for money	60%	-	-	-	-	60%	59%	-1%
Overall satisfaction with services, infrastructure and facilities	86%	86%	80%	83%	82%	86%	81%	-5%
Satisfaction with the overall performance of our Mayor and Councillors	85%	74%	75%	70%	72%	69%	68%	-1%

## Performance summary – Key metrics

Year-on-year

▲ Significantly higher ▼ Significantly lower

Satisfaction (7-10%, excluding 'Don't know')	2015	2016	2017	2018	2019	2020	Change
<b>Key Performance Measures</b>							
Overall performance	74%	75%	70%	72%	70%	70%	-
Overall services and facilities	86%	80%	83%	82%	86%	81%	-5%
<b>Other Measures</b>							
User satisfaction with: The pathways network	-	-	-	-	82%	89%	7% ▲
Control of dogs in the city	-	-	-	-	78%	84%	6% ▲
Rates being fair and reasonable	-	-	-	-	52%	56%	4%
Satisfaction with how staff handled your enquiry overall	85%	77%	74%	87%	73%	76%	3%
Satisfaction with the pleasantness of the environment in your neighbourhood	91%	89%	89%	93%	89%	91%	2%
Satisfaction with retail shopping in central Upper Hutt	34%	41%	43%	55%	44%	46%	2%
User satisfaction with: The customer service provided by the pool staff	82%	87%	82%	87%	87%	89%	2%
Satisfaction with road maintenance	-	-	-	-	61%	63%	2%
User satisfaction with: The Akatarawa Cemetery*	97%	95%	92%	97%	97%	98%	1%
Satisfaction with: Its enforcement of local bylaws; e.g. vehicle parking, park use	-	-	-	-	74%	75%	1%
Satisfaction with quality of the services, facilities and infrastructure	-	-	-	-	77%	78%	1%
Satisfaction with the resolution or outcome of the enquiry/complaint achieved	-	-	-	-	63%	64%	1%
Satisfaction with provision of off-road walkways and cycleways around the city	-	-	-	-	79%	80%	1%
Satisfaction with retail shopping at your local neighbourhood shops	49%	59%	55%	68%	57%	58%	1%
User satisfaction with: Sports-fields	-	-	-	-	94%	95%	1%
Rating for overall reputation	-	-	-	-	74%	74%	-
Satisfaction with the city's sewerage system overall	-	-	-	-	94%	94%	-
Rating for overall leadership	-	-	-	-	72%	72%	-
Satisfaction with the availability of footpaths	-	-	-	-	88%	88%	-
Satisfaction with the protection of heritage features within Upper Hutt	79%	75%	69%	79%	77%	77%	-
User satisfaction with: The customer service provided by the library staff	97%	92%	92%	90%	96%	96%	-
Satisfaction with public facilities overall	-	-	-	-	91%	91%	-
Satisfaction with financial management	-	-	-	-	64%	64%	-
Satisfaction with the city's stormwater systems overall	-	-	-	-	76%	75%	-1%

## Performance summary – Key metrics (Continued)

Year-on-year

▲ Significantly higher ▼ Significantly lower

Satisfaction (7-10%, excluding 'Don't know')	2015	2016	2017	2018	2019	2020	Change
Key Performance Measures							
Satisfaction with the overall value for money	-	-	-	-	60%	59%	-1%
Satisfaction with the overall performance of our Mayor and Councillors	74%	75%	70%	72%	69%	68%	-1%
User satisfaction with: Playgrounds	-	-	-	-	92%	91%	-1%
Satisfaction with the appearance of the City Centre	52%	56%	55%	65%	61%	60%	-1%
Satisfaction with the range of public transport options available	81%	82%	77%	85%	82%	81%	-1%
Satisfaction with Council keeping the public informed about its decision making	-	-	-	-	61%	60%	-1%
Satisfaction with making it clear how the public can be involved in Council's decision making	-	-	-	-	62%	61%	-1%
User satisfaction with: Parks, reserves and gardens (TMP, Maidstone and Harcourt)*	96%	93%	98%	97%	93%	92%	-1%
User satisfaction with: Customer service at the i-Site in the Expressions Art and Entertainment Centre	93%	94%	91%	92%	97%	96%	-1%
Satisfaction with the provision of pedestrian crossings	-	-	-	-	78%	77%	-1%
Satisfaction with parks and reserves overall*	94%	92%	91%	95%	93%	91%	-2%
Satisfaction with keeping roads and pavements free from flooding	-	-	-	-	71%	69%	-2%
Satisfaction with the safety within your neighbourhood	85%	82%	81%	83%	84%	82%	-2%
Rating for the Council in terms of the faith	-	-	-	-	68%	66%	-2%
Satisfaction with how well the Council staff communicated with you	-	-	-	-	78%	76%	-2%
Satisfaction with management of loose litter in and around the city / town	-	-	-	-	74%	72%	-2%
Satisfaction with overall roading	-	-	-	-	73%	70%	-3%
Satisfaction with the ease of accessing Council information	-	75%	73%	76%	75%	72%	-3%
Satisfaction with maintenance of footpaths	-	-	-	-	70%	67%	-3%
Satisfaction with the protection of significant natural features within Upper Hutt	80%	78%	81%	86%	82%	79%	-3%
Satisfaction with fees for other services being fair and reasonable (Value for money)	-	-	-	-	65%	61%	-4%
Satisfaction with how easy it was to make your enquiry or request	-	-	-	-	87%	83%	-4%
Satisfaction with overall water management in the city	-	-	-	-	84%	80%	-4%
Satisfaction with overall waste disposal services	-	-	-	-	66%	62%	-4%
Satisfaction with how long it took Council to give you a response to your enquiry	-	-	-	-	77%	73%	-4%



## Performance summary – Key metrics (Continued)

Year-on-year

▲ Significantly higher ▼ Significantly lower

Satisfaction (7-10%, excluding 'Don't know')	2015	2016	2017	2018	2019	2020	Change
<b>Key Performance Measures</b>							
Satisfaction with overall household water supply	-	-	-	-	95%	91%	-4%
Satisfaction with regulatory activities overall	-	-	-	-	78%	74%	-4%
Satisfaction with overall environment	-	-	-	-	83%	79%	-4%
Satisfaction with the street lighting in Upper Hutt	72%	77%	71%	78%	79%	75%	-4%
User satisfaction with: The range and quality of events and exhibitions provided at Expressions Whirinaki Art and Entertainment Centre	89%	92%	87%	95%	97%	93%	-4%
Satisfaction with cleanliness of Upper Hutt's streets	81%	82%	78%	81%	80%	76%	-4%
Satisfaction with public street litter bins	-	-	-	-	73%	68%	-5%
Satisfaction with the safety within Upper Hutt's City Centre	70%	73%	69%	77%	74%	69%	-5%
Satisfaction with the ability to protect your property from flooding	-	-	-	-	81%	75%	-6%
User satisfaction with: Building control; e.g. building permits and enforcement	-	-	-	-	68%	62%	-6%
Satisfaction with kerbside rubbish collection, the City Council's green bags	-	-	-	-	74%	68%	-6%
Satisfaction with Council's overall communication and involvement	-	-	-	-	65%	59%	-6%
User satisfaction with: The H2O Xstream facility	82%	86%	85%	90%	91%	84%	-7% ▼
Satisfaction with the choice of housing options available within Upper Hutt	82%	84%	68%	75%	71%	62%	-9% ▼
Satisfaction with provision of cycle lanes on the roads	-	-	-	-	47%	36%	-11% ▼
User satisfaction with: Town planning; e.g. planning, resource consent management	-	-	-	-	67%	53%	-13%



# Key performance measures

## Overall performance

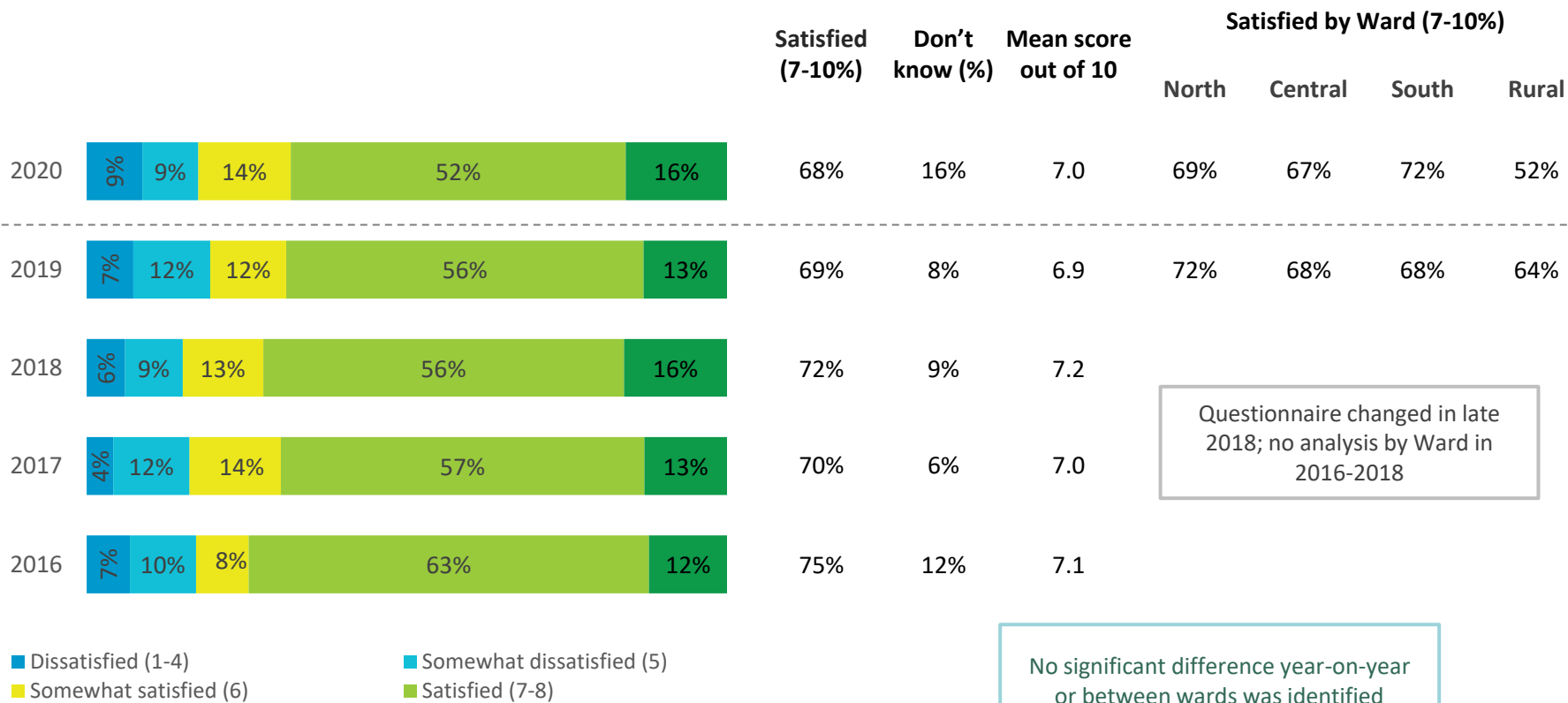


Seven out of ten residents (70%) are satisfied with *Overall Council's performance*, indicating that Council is doing a good job. *Services and facilities* is the area with the largest proportion of satisfied residents (81%), where *Value for money* has significantly less people rating the performance 7-10 (59%)

Notes:  
 1. Sample: 2020 n=403, North n=103, Central n=97, South n=121, Rural n=82. Analysis excludes 'don't know' responses.  
 2. OP2. Thinking of the ways in which the elected Council, that is the Mayor and Councillors, cater for community needs, how satisfied are you with its overall performance?  
 3. OVLS. Thinking about all the services, facilities and infrastructure that we have discussed so far... so the likes of roading, water management, facilities and other services. Overall, how would you rate your satisfaction with Council's performance in relation to all of these types of services it provides for the community?  
 4. VM2. Considering all the services and facilities that the Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?  
 5. REP5. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?

**Between suburbs**  
*Significantly higher*  
*Significantly lower*

## Performance of Mayor and Councillors



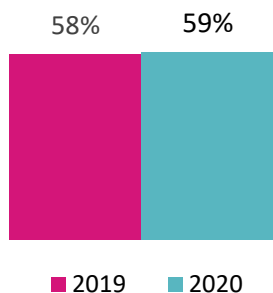
Satisfaction with the *Performance of Mayor and Councillors* remained consistent over the past 4 years

Notes:

- Sample: 2020 n=403; 2019 n=399, 2018 n=401, 2017 n=404, 2016 n=401. 2020 North n=103, Central n=97, South n=121, Rural n=82. Analysis excludes 'don't know' responses.
- OP2. Thinking of the ways in which the elected Council, that is the Mayor and Councillors, cater for community needs, how satisfied are you with its overall performance? (Q40 in 2016, 2017 and 2018 surveys).

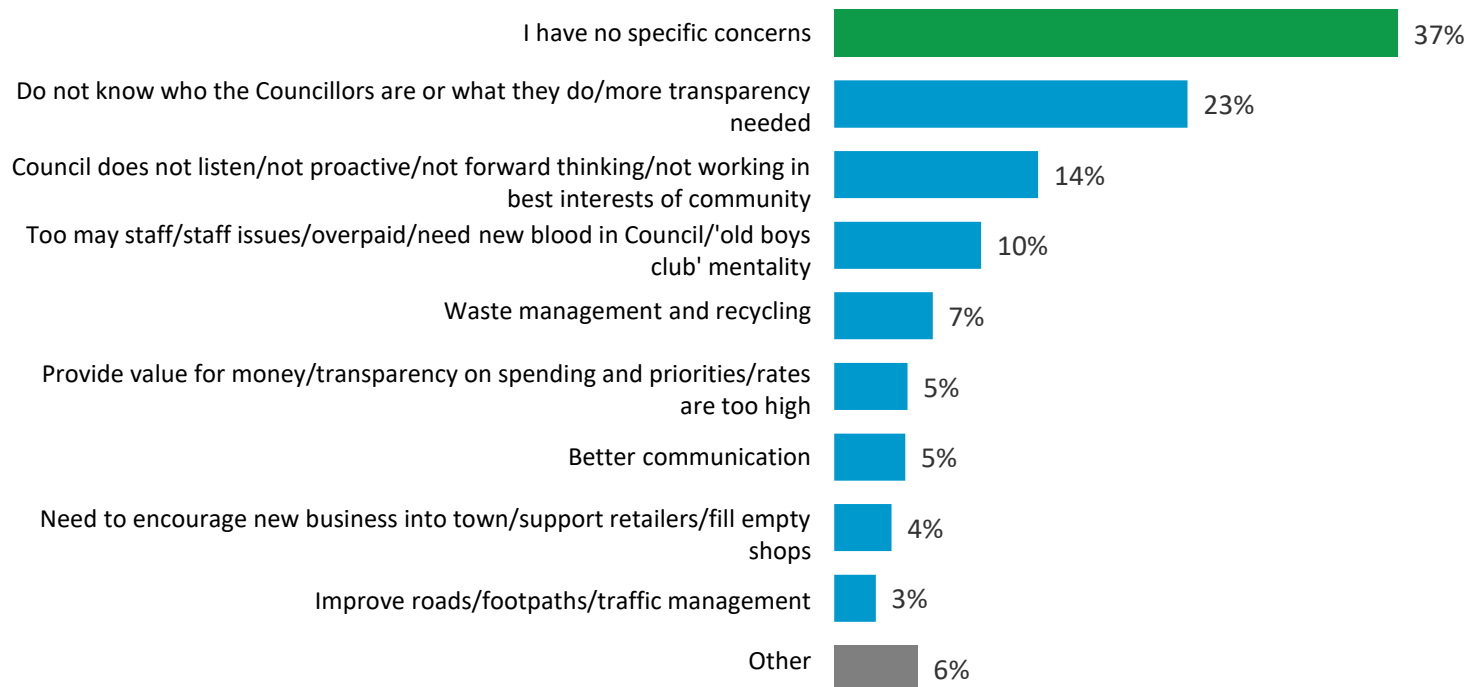
## Performance of Mayor and Councillors: Understanding dissatisfaction

### Less satisfied with Performance of Mayor and Councillors (%1-7)



### Reason for dissatisfaction (% 1-7)

n=183



Over one third of the residents who left a comment (37%) mentioned that they have no specific concerns regarding the *Performance of Mayor and Councillors*. This is a significant increase compared with 25% in 2019. At the same time, the proportion of people who feel they don't know enough about the Councillors has decreased from 38% in 2019 down to 23%

#### Notes:

1. Sample: 2020 n=403.
2. OP2 Thinking of the ways in which the elected Council, that is the Mayor and Councillors, cater for community needs, how satisfied are you with its overall performance? (Q40 in 2015-2018 surveys) n=341, 1-7 n=206
3. OP3. What specific concerns, if any, do you have about the performance of elected members? Multiple response. Left comment n=183
4. Since individuals may make multiple comments, these have been analysed as a multiple response set. Only the most frequently occurring themes have been reported

## Overall services and facilities



Eight out of ten residents (81%) are satisfied with *Council's services and facilities* and this has remained relatively stable since 2016

Notes:

- Sample: 2020 n=403; 2019 n=399, 2018 n=401, 2017 n=404, 2016 n=401. Analysis excludes 'don't know' responses
- OVLS. Thinking about all the services, facilities and infrastructure that we have discussed so far... so the likes of roading, water management, facilities and other services. Overall, how would you rate your satisfaction with Council's performance in relation to all of these types of services it provides for the community?
- Q32. How would you rate your level of satisfaction with Upper Hutt City Council in general across all services and facilities? Please rate on a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied? (Question used in 2016-2018 surveys).

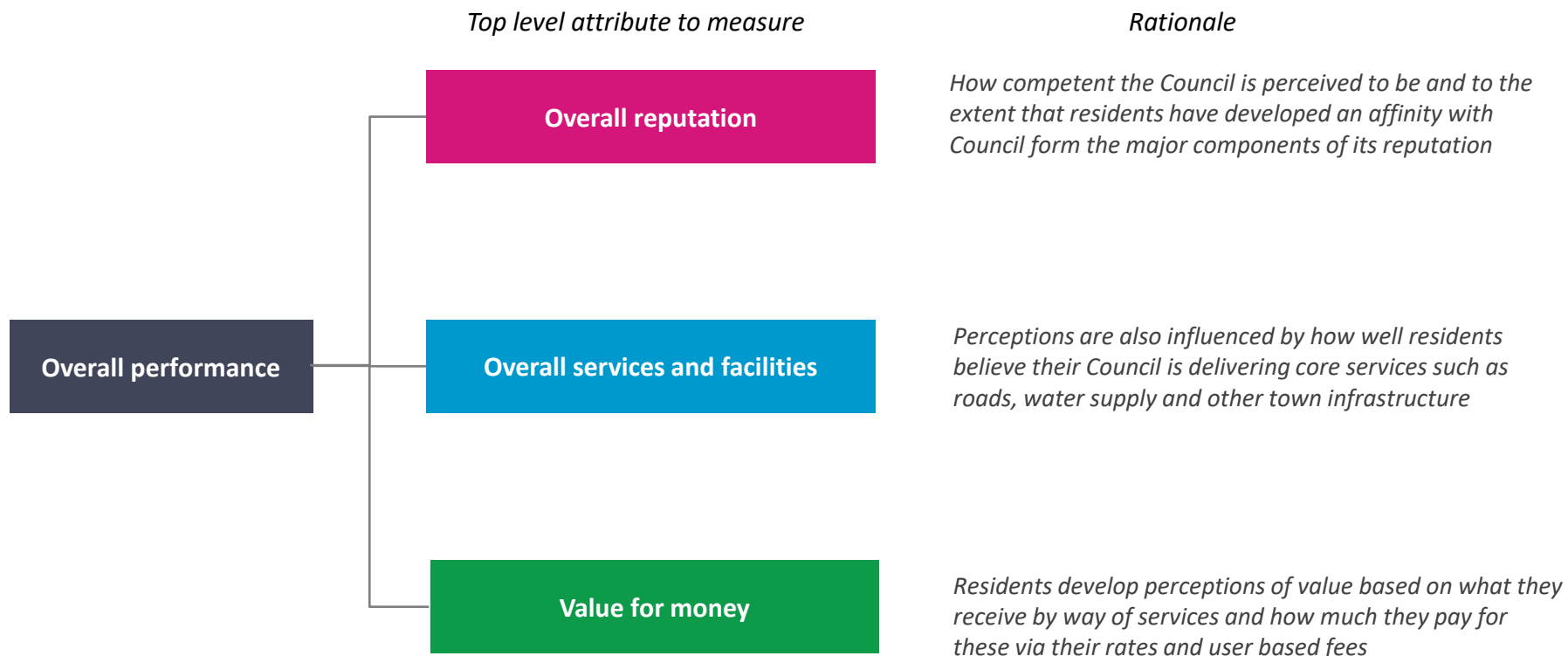


## Drivers of overall satisfaction

## Overview

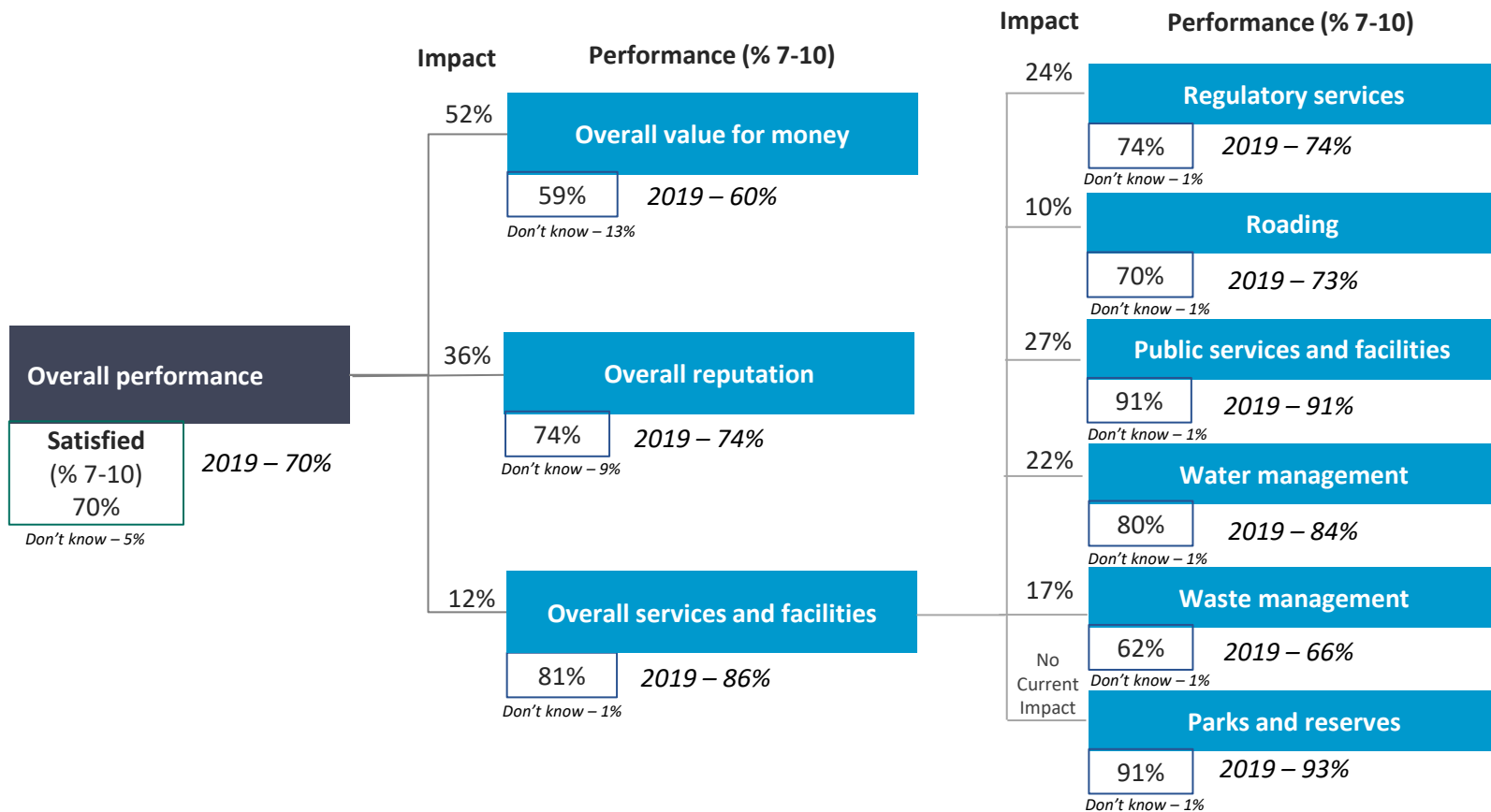
A Customer Value Management model (CVM) has been used to determine how residents evaluate what they receive by way of services and facilities for their rates and other fees paid.

The model determines the relationships that exist between a set of independent variables and a dependent variable for which we want to predict the outcome.





# Drivers of perceptions of Upper Hutt City Council's performance



*Overall value for money* has the strongest influence (52% impact) on the overall evaluation of Council's performance, with *Overall services and facilities* having the smallest impact (12%)

Notes:

- Sample: n=403, Excludes 'don't knows'
- OP1. Everything considered; reputation, services provided and value for money, how satisfied are you with the performance of the Upper Hutt City Council?
- VM2. Considering all the services and facilities that the Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
- REPS. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
- OVLS. Thinking about all the services, facilities and infrastructure that we have discussed so far... so the likes of roading, water management, facilities and other services. Overall, how would you rate your satisfaction with Council's performance in relation to all of these types of services it provides for the community?

## Driver analysis: Overall level drivers

Impact	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Ward (7-10%)				Satisfied by Ethnicity (7-10%)	
					North	Central	South	Rural	Māori	All Others
Overall performance	70%	5%	7.0	70%	73%	76%	68%	57%	66%	71%
Overall value for money	52%  59%	13%	6.5	60%	61%	65%	60%	37%	71%	58%
Overall reputation	36%  74%	9%	7.2	74%	73%	76%	76%	67%	71%	75%
Overall services and facilities	12%  81%	1%	7.5	81%	82%	80%	82%	73%	78%	81%

No significant difference year-on-year or between ethnicities was identified

**Overall value for money** has the greatest impact on residents' perceptions of Council and the performance in this area is relatively low (59%), it is identified as a main opportunity for improvement

Notes:  
 1. Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Excludes 'don't knows'  
 2. OP1. Everything considered; reputation, services provided and value for money, how satisfied are you with the performance of the Upper Hutt City Council?  
 3. VM2. Considering all the services and facilities that the Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?  
 4. REP5. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?  
 5. OVLS. Thinking about all the services, facilities and infrastructure that we have discussed so far... so the likes of roading, water management, facilities and other services. Overall, how would you rate your satisfaction with Council's performance in relation to all of these types of services it provides for the community?

**Between suburbs/ethnicities**  
*Significantly higher*  
*Significantly lower*

## Driver analysis: Value for money

	Impact	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Ward (7-10%)				Satisfied by Ethnicity (7-10%)	
						North	Central	South	Rural	Māori	All Others
Overall value for money	52%	59%	13%	6.5	60%	61%	65%	60%	37%	71%	58%
Rates being fair and reasonable	54%	56%	16%	6.3	52%	56%	59%	58%	36%	59%	55%
Fees for other services being fair and reasonable	46%	61%	18%	6.7	65%	64%	72%	55%	55%	59%	62%

No significant difference year-on-year or between ethnicities was identified

Residents' perception of *Rates being fair and reasonable* has slightly improved in the past 12 months. This sub-driver still remains the area to focus on to improve perception of *Overall value for money*, as it has the greatest impact (54%) and the lowest satisfaction (56%)

Notes:






1. Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Excludes 'don't knows'
2. VM2. Considering all the services and facilities that the Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
3. VM1. How would you rate your satisfaction with Upper Hutt City Council for...?

Between suburbs/ethnicities

Significantly higher

Significantly lower

## Driver analysis: Overall reputation

	Impact	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Ward (7-10%)				Satisfied by Ethnicity (7-10%)	
						North	Central	South	Rural	Māori	All Others
Overall reputation	36%	 74%	9%	7.2	74%	73%	76%	76%	67%	71%	75%
Leadership	37%	 72%	12%	7.0	72%	69%	77%	72%	65%	64%	73%
Financial management	23%	 64%	28%	6.8	64%	61%	64%	67%	54%	61%	64%
Trust	21%	 66%	9%	6.9	68%	60%	71%	68%	52%	65%	66%
Quality of services	20%	 78%	3%	7.3	77%	75%	74%	85%	67%	71%	75%








Improving residents' perception of *Financial management* will influence *Overall reputation* the most, as it has the lowest performance among the sub-drivers (64%) and second highest impact (23%)

Notes:

1. Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Excludes 'don't knows'
2. REP1. Being committed to creating a great city, how it promotes economic development, being in touch with the community and setting clear direction... overall how would you rate the Council for its leadership?
3. REP2. Next, I'd like you to think about how open and transparent Council is, how much Council can be relied on to act honestly and fairly, and their ability to work in the best interests of the city? Overall how would you rate the Council in terms of the faith and trust you have in them?
4. REP3. Now thinking about the Council's financial management – how appropriately it invests in the City, how wisely it spends and avoids waste, and its transparency around spending. How would you rate the Council overall for its financial management?
5. REP4. And thinking about all the services, facilities and infrastructure the Council provides, how would you rate them for the quality of the services, facilities and infrastructure?
6. REP5. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?

No significant difference year-on-year ,  
between wards or between ethnicities was  
identified

## Driver analysis: Overall services and facilities

	Impact	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Ward (7-10%)				Satisfied by Ethnicity (7-10%)	
						North	Central	South	Rural	Māori	All Others
Overall services and facilities	12%	 81%	1%	7.5	86%	82%	80%	82%	73%	78%	81%
Public services and facilities	27%	 91%	6%	8.1	91%	87%	92%	93%	89%	89%	91%
Regulatory services	24%	 74%	15%	7.2	78%	77%	78%	73%	57%	72%	74%
Water management	22%	 80%	3%	7.8	84%	72%	88%	84%	58%	70%	82%
Waste management	17%	 62%	2%	6.8	66%	63%	65%	62%	49%	72%	61%
Roading	10%	 70%	1%	7.1	73%	72%	74%	69%	60%	78%	69%
Parks and reserves	No Current Impact	 91%	3%	8.2	93%	90%	90%	92%	97%	87%	92%

Satisfaction with *Public services and facilities* has the greatest impact on residents' perception of *Overall services and facilities* provided by Council. Performance in this area is excellent, which means improving it further will not increase overall satisfaction

### Notes:

- Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Excludes 'don't knows'
- TW6. And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of waste water, how would you rate your satisfaction with Council overall for its management of water in the city?
- WR5. How would you rate your satisfaction with the Upper Hutt City Council overall for its waste disposal services?
- RF2. Overall, how satisfied are you with the roads, cycle ways, footpaths and walkways around the city?
- PR3. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your level of satisfaction with the provision of open space, amenities and gardens?
- CF3. When you consider all the public facilities provided by Upper Hutt City Council, including how well they are maintained, the opening hours and where applicable the cost to use these, how would you rate your overall satisfaction with the public facilities provided?
- OS4. Thinking about all the regulatory services Council provides such as town planning, resource consents and enforcement of local bylaws, overall, how satisfied are you with how well Council manages its various regulatory activities?
- OVLS. Thinking about all the services, facilities and infrastructure that we have discussed so far... so the likes of roading, water management, facilities and other services. Overall, how would you rate your satisfaction with Council's performance in relation to all of these types of services it provides for the community?

No significant difference year-on-year was identified

**Between suburbs/ethnicities**

Significantly higher

Significantly lower

## Driver analysis: Regulatory services

Impact	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Ward (7-10%)				Satisfied by Ethnicity (7-10%)	
					North	Central	South	Rural	Māori	All Others
Overall regulatory services	74%	15%	7.2	78%	77%	78%	73%	57%	72%	74%
Building control*	62%	6.6	6.6	68%	-	-	No significant difference between wards or between ethnicities was identified			
Enforcement of local bylaws	75%	7.3	7.3	74%	74%	74%	78%	71%	76%	75%
Town planning*	53%	6.2	6.2	67%	-	-	-	-	-	-
Control of dogs in the city	84%	7.8	7.8	78%	82%	84%	86%	85%	87%	84%

*Environmental health e.g. food safety, liquor licensing not included in the analysis due to a small sample size n=6. Building control and Town planning not analysed by Ward and Ethnicity due to small sample sizes n<30 as the questions concerning Regulatory services were asked only those who had had contact with the Council regarding these services*

Perceptions of Overall regulatory services are mostly shaped by how *Building control* and *Enforcement of local bylaws* are perceived. Satisfaction with *Control of dogs in the city* has significantly increased in the past 12 months

Notes:  
 \* Caution: small sample size n<30  
 1. Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Asked only those who had contact with the Council regarding the services. Excludes 'don't knows'  
 2. OS2. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following...  
 3. OS3. And how satisfied are you with Council in terms of...  
 4. OS4. Thinking about all the regulatory services Council provides such as town planning, resource consents, building consents and enforcement of local bylaws, overall, how satisfied are you with how well Council manages its various regulatory activities?

Year-on-year  
 ▲ Significantly higher  
 ▼ Significantly lower

## Driver analysis: Roding

	Impact	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Ward (7-10%)				Satisfied by Ethnicity (7-10%)	
						North	Central	South	Rural	Māori	All Others
Overall roading	10%		1%	7.1	73%	72%	74%	69%	60%	78%	69%
Maintenance of roads	25%		0%	6.7	61%	64%	68%	62%	50%	65%	62%
Maintenance of footpaths	22%		2%	7.0	70%	63%	66%	70%	63%	74%	66%
Provision of off-road walkways and cycle ways	19%		8%	7.6	79%	78%	79%	82%	76%	84%	79%
Provision of cycle lanes on roads	15%		15%	5.7	47%	47%	39%	29%	29%	49%	34%
Availability of footpaths	11%		1%	8.0	88%	83%	93%	91%	72%	89%	88%
Street lighting in Upper Hutt	8%		3%	7.4	79%	74%	73%	76%	79%	70%	76%
Provision of pedestrian crossings	No Current Impact		2%	7.6	78%	71%	81%	78%	72%	81%	76%

*Maintenance of roads* (25%) as well as *Maintenance of footpaths* (22%) have the highest impact on residents' perception of roading overall in the area. Satisfaction with *Provision of cycle lanes* on roads has considerably decreased since 2019

Notes:

- Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Excludes 'don't knows'
- RF1. Using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following...?
- RF2. Overall, how satisfied are you with the roads, cycle ways, footpaths and walkways around the city?

▲ **Year-on-year** Significantly higher  
▼ **Year-on-year** Significantly lower  
▲ **Between suburbs/ethnicities** Significantly higher  
▼ **Between suburbs/ethnicities** Significantly lower

## Driver analysis: Public services and facilities

	Impact	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Age (7-10%)			Satisfied by Ethnicity (7-10%)	
						18-39	40-59	60+	Māori	All Others
Public services & facilities	27%	91%	6%	8.1	91%	85%	92%	96%	89%	91%
Range and quality of events/exhibitions at EAC	42%	93%	3%	8.4	97%	92%	92%	94%	92%*	93%
Pool staff customer service	18%	89%	4%	8.3	87%	87%	90%	89%	96%*	87%
H <sub>2</sub> O Xtream	16%	84%	2%	7.9	91%	77%	91%	88%	84%*	84%
Library staff customer service	14%	96%	2%	8.9	96%	97%	93%	97%	97%*	95%
Customer service at the i-Site in the EAC	10%	96%	8%	8.5	97%	97%	95%	96%	98%*	95%

*The range and quality of events and exhibitions at Expressions Whirinaki Art and Entertainment Centre has the highest impact on residents' perception of Public facilities. Satisfaction in this area as well as with H<sub>2</sub>O Xtream have considerably decreased year-on-year*

Notes:

\* Caution: small sample size n<30

1. Sample: n=403, 18-39 n=112 ; 40-59 n=168 ; 60+ n=123 , Maori n=38, Other Ethnicities n=365. Asked only those who visited the facilities in the last year. Excludes 'don't knows'

2. CF2. Thinking about these facilities, how would you rate your satisfaction with...?

3. CF3. When you consider all the public facilities provided by Upper Hutt City Council, including how well they are maintained, the opening hours and where applicable the cost to use these, how would you rate your overall satisfaction with the public facilities provided?

**Year-on-year**      **Between age groups/ethnicities**

Significantly higher      Significantly higher

Significantly lower      Significantly lower



## Driver analysis: Water management

	Impact	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Ward (7-10%)				Satisfied by Ethnicity (7-10%)	
						North	Central	South	Rural	Māori	All Others
Water management	22%	80%	3%	7.8	84%	72%	88%	84%	58%	70%	82%
Stormwater system	76%	75%	5%	7.5	76%	72%	83%	76%	57%	63%	77%
Household water supply	15%	91% ▼	0%	8.7	95%	88%	94%	92%	96%*	79%	93%
Sewerage system	9%	94%	1%	8.9	94%	98%	94%	91%	100%*	85%	95%

With regards to *Water management*, *Stormwater system* has by far the greatest impact. Given a relatively low performance (75%) compared to other sub-drivers within *Water management*, this area is identified as an opportunity for improvement. Māori tend to be considerably less satisfied with *Water management* compared to other ethnicities

Notes:

- \* Caution: small sample size n<30
- 1. Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Excludes 'don't knows'
- 2. TW2. On the scale of 1- 10, how satisfied are you with your household water supply?
- 3. TW4. On the scale of 1- 10, how satisfied are you with the city's sewerage system?
- 4. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of the following?
- 5. TW6. And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of waste water, how would you rate your satisfaction with Council overall for its management of water in the city?

	<b>Year-on-year</b>	<b>Between suburbs/ethnicities</b>
	Significantly higher	Significantly higher
	Significantly lower	Significantly lower

## Driver analysis: Stormwater system

Impact	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Ward (7-10%)				Satisfied by Ethnicity (7-10%)	
					North	Central	South	Rural	Māori	All Others
Stormwater system	76%	5%	7.5	76%	72%	83%	76%	57%	63%	77%
Keeping roads and pavements free from flooding	51%	3%	7.2	71%	70%	80%	66%	46%	56%	71%
Ability to protect property from flooding	49%	5%	7.7	81%	77%	81%	75%	39%	65%	77%






No significant difference year-on-year was identified

In relation to the *Stormwater system*, Rural residents are considerably less satisfied than those from the Central ward

Between suburbs/ethnicities  
*Significantly higher*  
*Significantly lower*

Notes:  
 1. Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Excludes 'don't knows'  
 2. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of the following?

## Driver analysis: Waste management

	Impact	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Ward (7-10%)				Satisfied by Ethnicity (7-10%)	
						North	Central	South	Rural	Māori	All Others
Waste management	17%	 62%	2%	6.8	66%	63%	65%	62%	49%	72%	61%
Kerbside rubbish collection	54%	 68%	46%	7.1	74%	64%	70%	70%	71%	67%*	69%
Cleanliness of streets	25%	 76%	0%	7.5	80%	71%	78%	77%	77%	65%	77%
Public street litter bins	19%	 68%	5%	7.1	73%	61%	74%	70%	71%	67%	69%
Management of loose litter in/around the city	3%	 72%	2%	7.2	74%	66%	76%	71%	77%	75%	71%

*Kerbside rubbish collection* has the greatest influence on residents' perceptions of *Waste management* and presents the best opportunity for improvement given the relatively low satisfaction. Residents' perception of the sub-drivers related to *Waste management* has slightly decreased in the past 12 months

Notes:

- \* Caution: small sample size n<30
- 1. Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Asked only those who had contact with the Council regarding the services. Excludes 'don't knows'
- 2. WR4. How satisfied are you with each of the following services provided by Council?
- 3. WR5. How would you rate your satisfaction with the Upper Hutt City Council overall for its waste disposal services?

No significant difference year-on-year was identified

Between suburbs/ethnicities  
*Significantly higher*  
*Significantly lower*

## Driver analysis: Parks and reserves

	Impact	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Ward (7-10%)				Satisfied by Ethnicity (7-10%)	
						North	Central	South	Rural	Māori	All Others
Overall parks and reserves	No Current Impact	91%	3%	8.2	93%	90%	90%	92%	97%	87%	92%
Pathways network	41%	88% ▲	17%	8.0	81%	87%	88%	87%	95%*	89%*	88%
Playgrounds	24%	91%	24%	8.2	90%	88%	92%	92%	90%	90%	91%
Parks, reserves and gardens (incl. TMP, Maidstone and Harcourt)	15%	91%	9%	8.3	92%	87%	91%	94%	96%	88%	92%
The Akatarawa Cemetery	11%	96%	48%	8.9	92%	95%	92%	98%	98%*	89%*	97%
Sportsfields	9%	92%	23%	8.3	93%	91%	88%	96%	90%	94%	92%

Residents' satisfaction with the *Pathways network* has considerably improved in the past 12 months. Perception of the Cemetery has slightly improved as well

Notes:

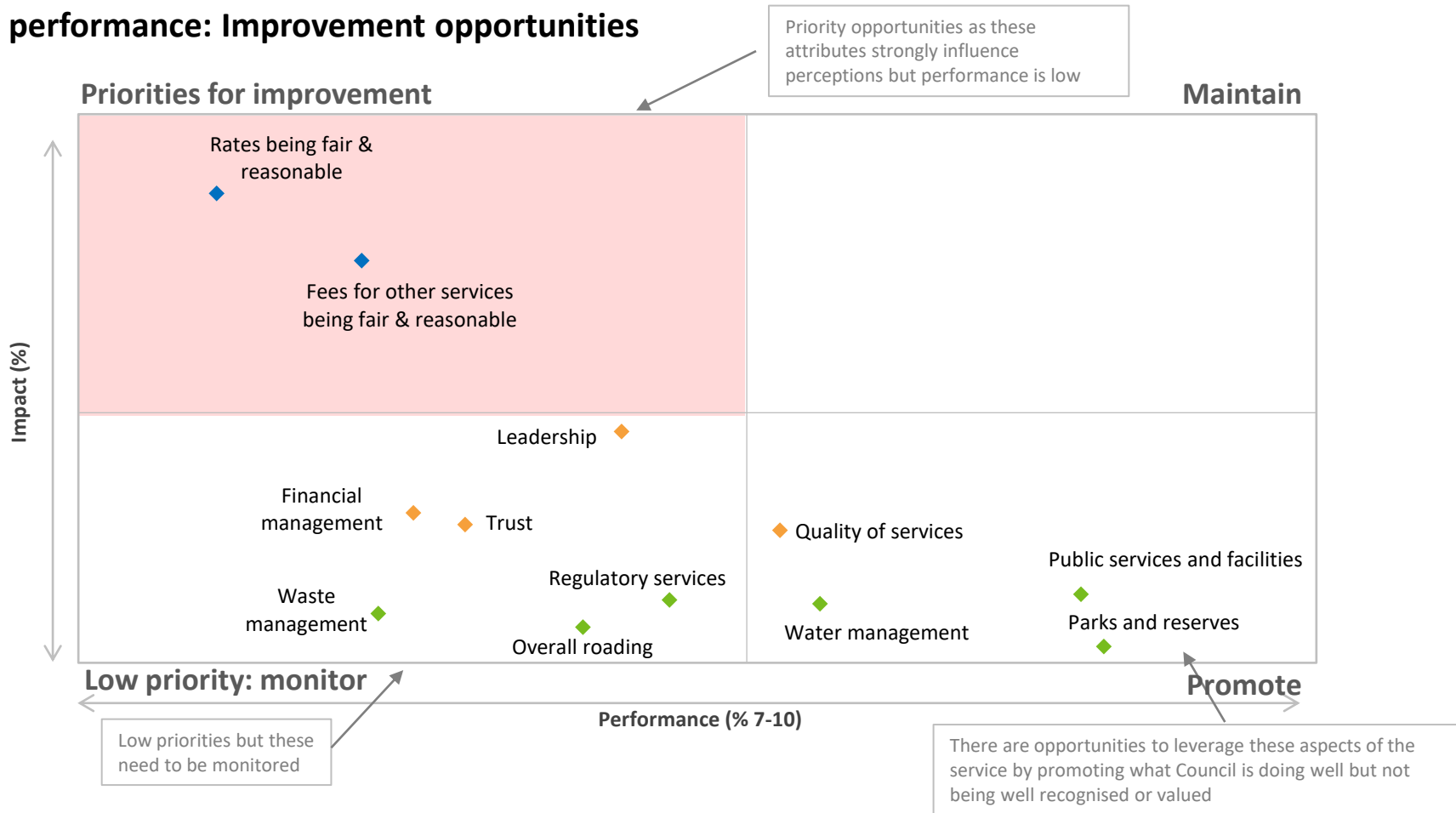
- \* Caution: small sample size n<30
- 1. Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Asked only those who visited the facilities in the last year. Excludes 'don't knows'
- 2. PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?
- 3. PR3. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your level of satisfaction with the provision of open space, amenities and gardens?

**Year-on-year**      **Between suburbs/ethnicities**

▲ Significantly higher      ▲ Significantly higher

▼ Significantly lower      ▼ Significantly lower

# Overall performance: Improvement opportunities



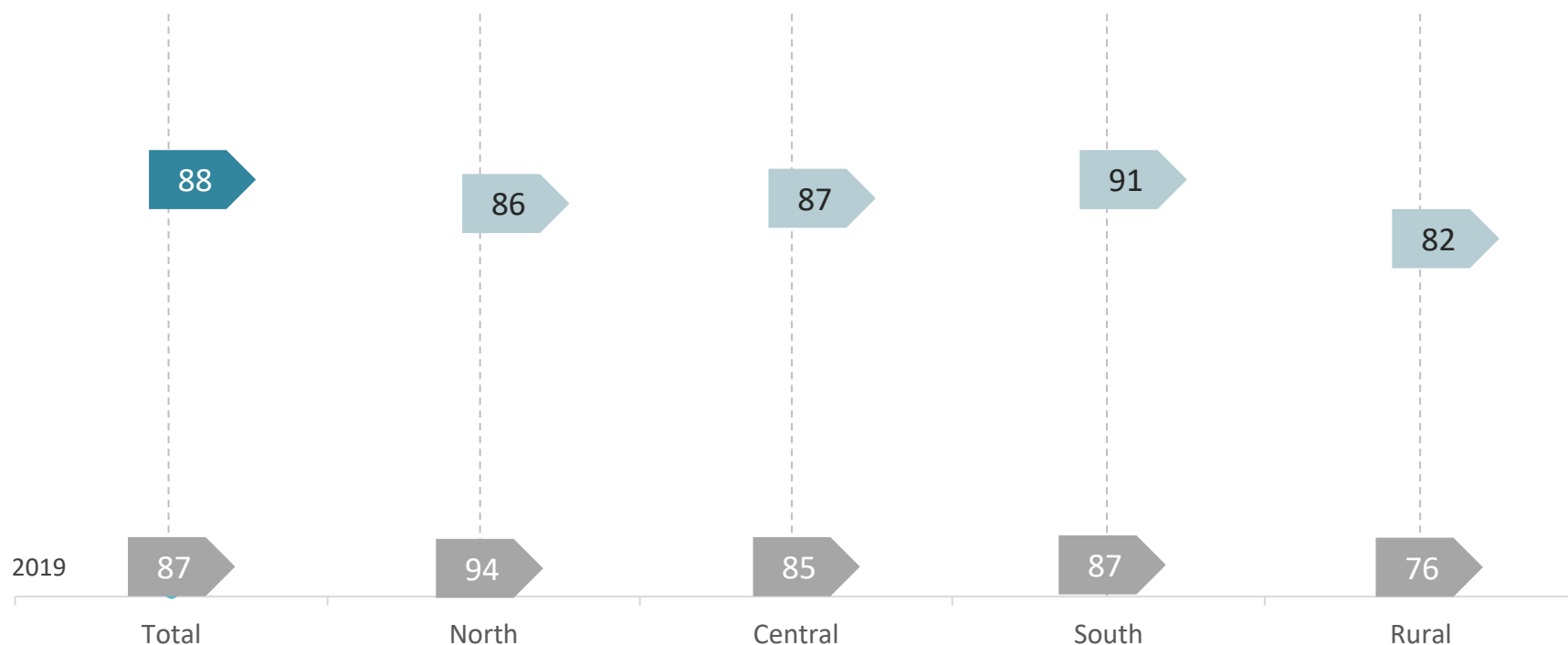
The key opportunities for Upper Hutt City Council are to improve residents' perceptions of receiving good value for money (perceptions of *Rates being fair and reasonable* and *Fees for other services being fair and reasonable*)

- Services and facilities
- Reputation
- Value for money



# Understanding reputation

## Reputation benchmarks



Upper Hutt City Council has an excellent reputation and this is reflected across all wards (with residents of the South ward having the most positive opinion about the Council's reputation)...

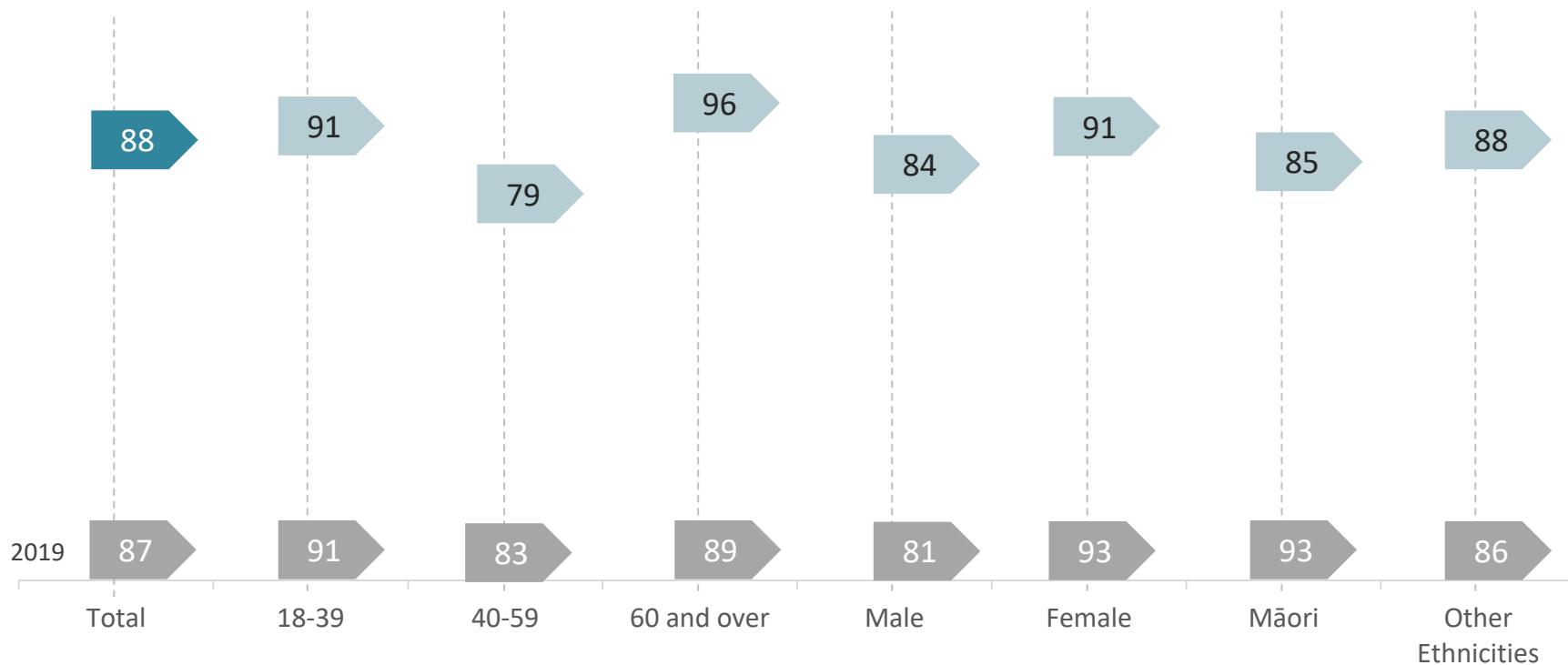
**Key:**

>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

**Notes:**

1. Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Excludes 'don't knows'
2. REP5. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
3. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

## Reputation benchmarks



... and across all age, gender and ethnic groups. In particular, younger residents aged 18-39 and 65+, as well as females

Notes:

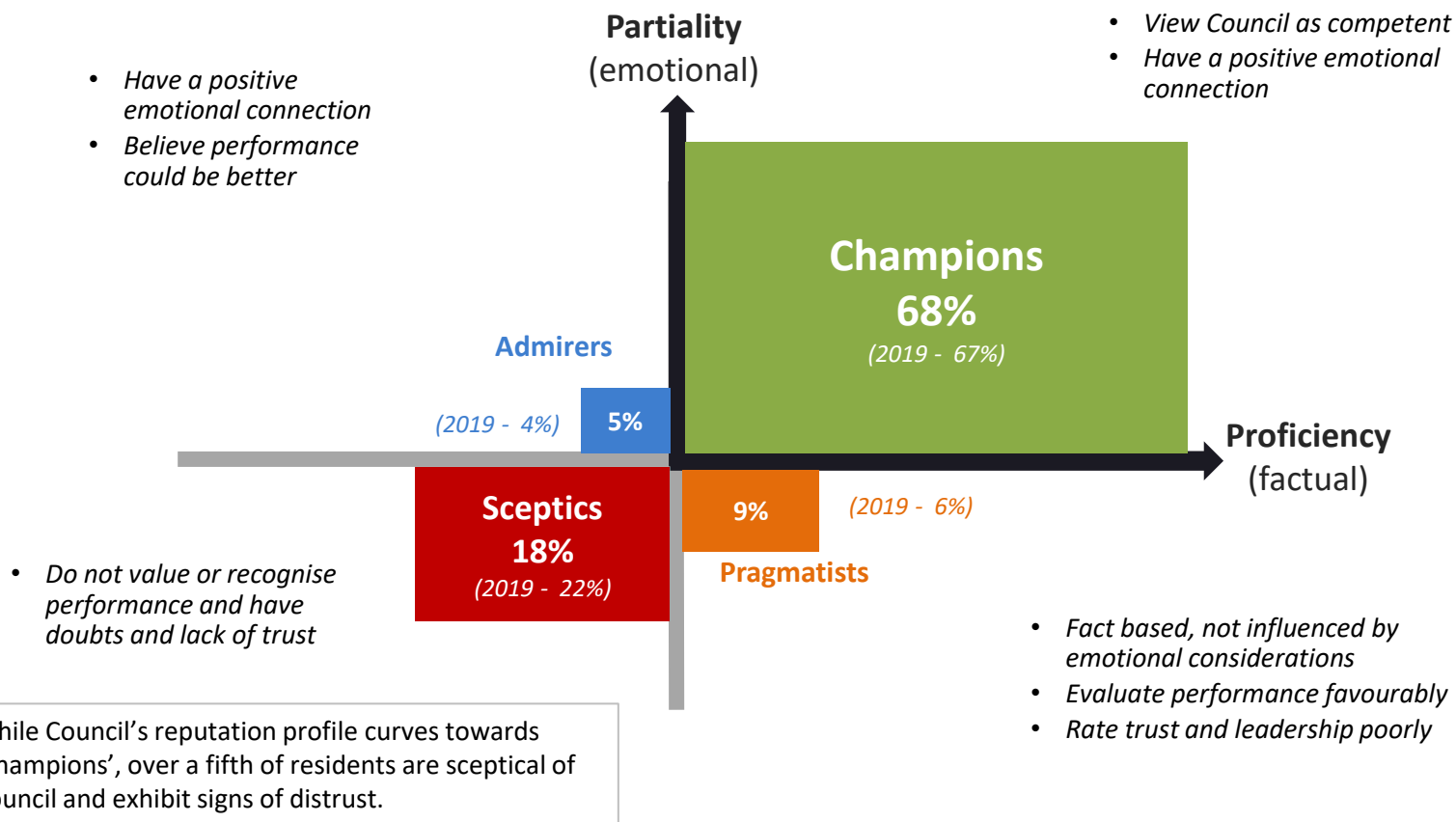
1. Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Excludes 'don't knows'
2. REP5. So, considering leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
3. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

**Key:**

>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score



## Reputation profile

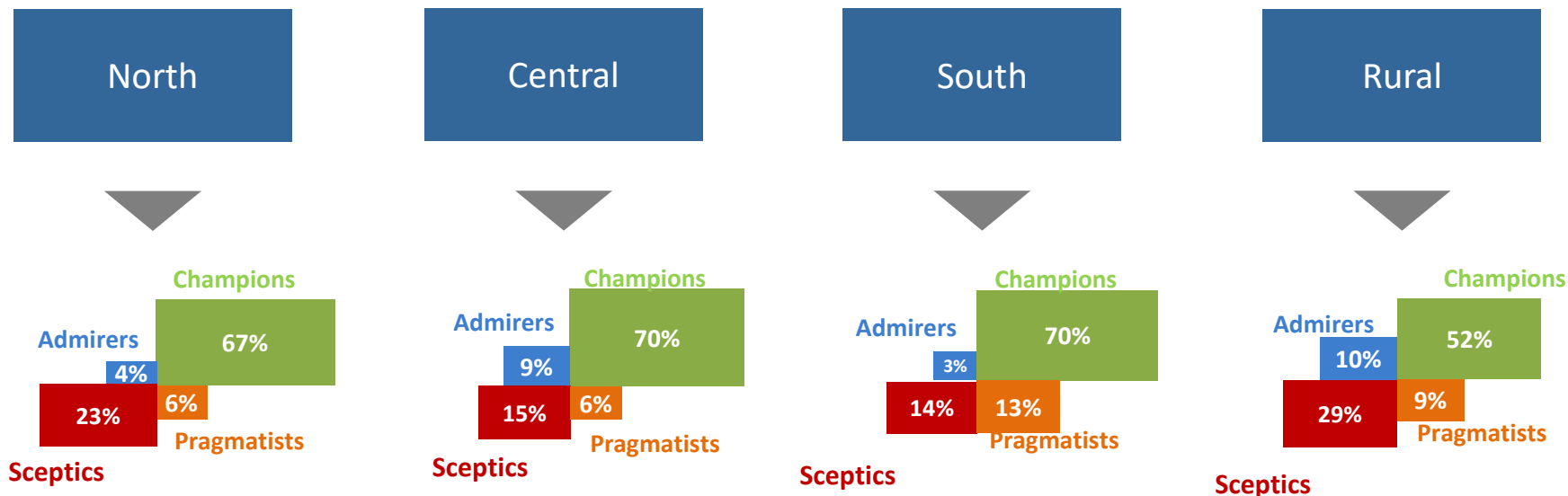


The overall reputation profile noticeably curves towards 'Champions', with just over two-thirds of residents (68%) believing the Council is doing a good job. Overall the reputation profile is fairly consistent with the previous year, with a considerable decrease in *Sceptics*

Notes:

1. Sample: n=279.
2. REPS. So, considering leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
3. Segments have been determined using the results from a set of five overall level questions

## Reputation profile, by Ward

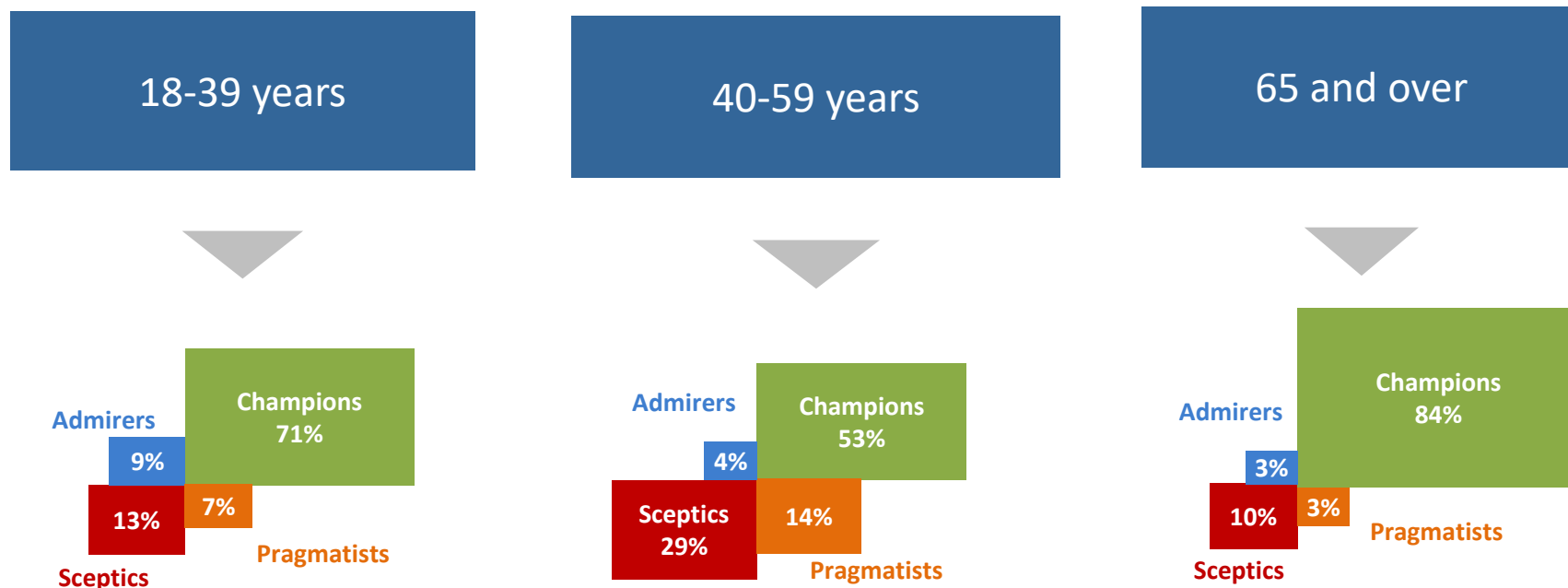


Residents of the Central and South wards have the most positive profile with the highest proportion of *Champions* (70%) and lowest proportions of *Sceptics* (15% and 14% respectively)

Notes:

1. Sample: n=276.
2. REP5. So, considering leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
3. Segments have been determined using the results from a set of five overall level questions

## Reputation profile, by Age group



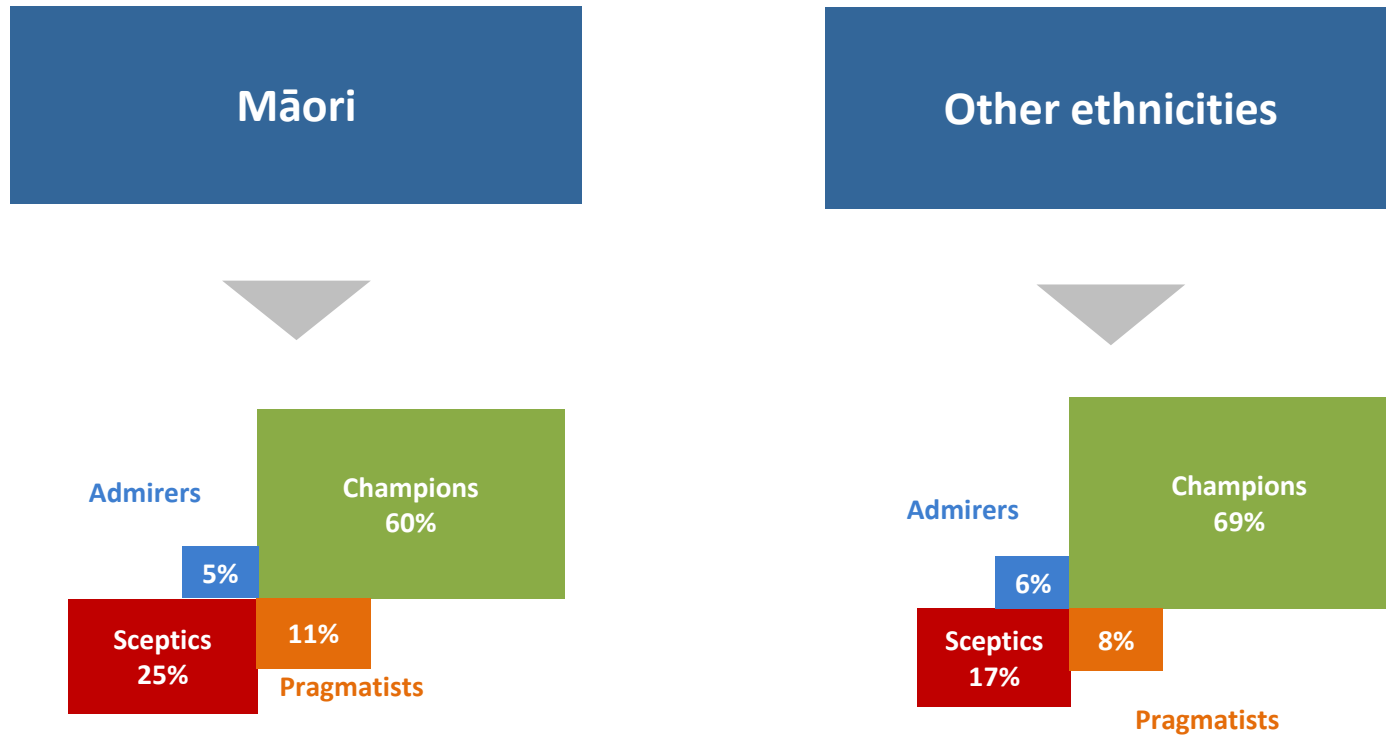
Older residents (aged 65 or older) are more likely to be '*Champions*' compared to members of other age groups

Notes:

1. Sample: n=276.
2. REPS. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
3. Segments have been determined using the results from a set of five overall level questions

# Reputation profile, by Ethnicity

\* Caution: small sample size n<30



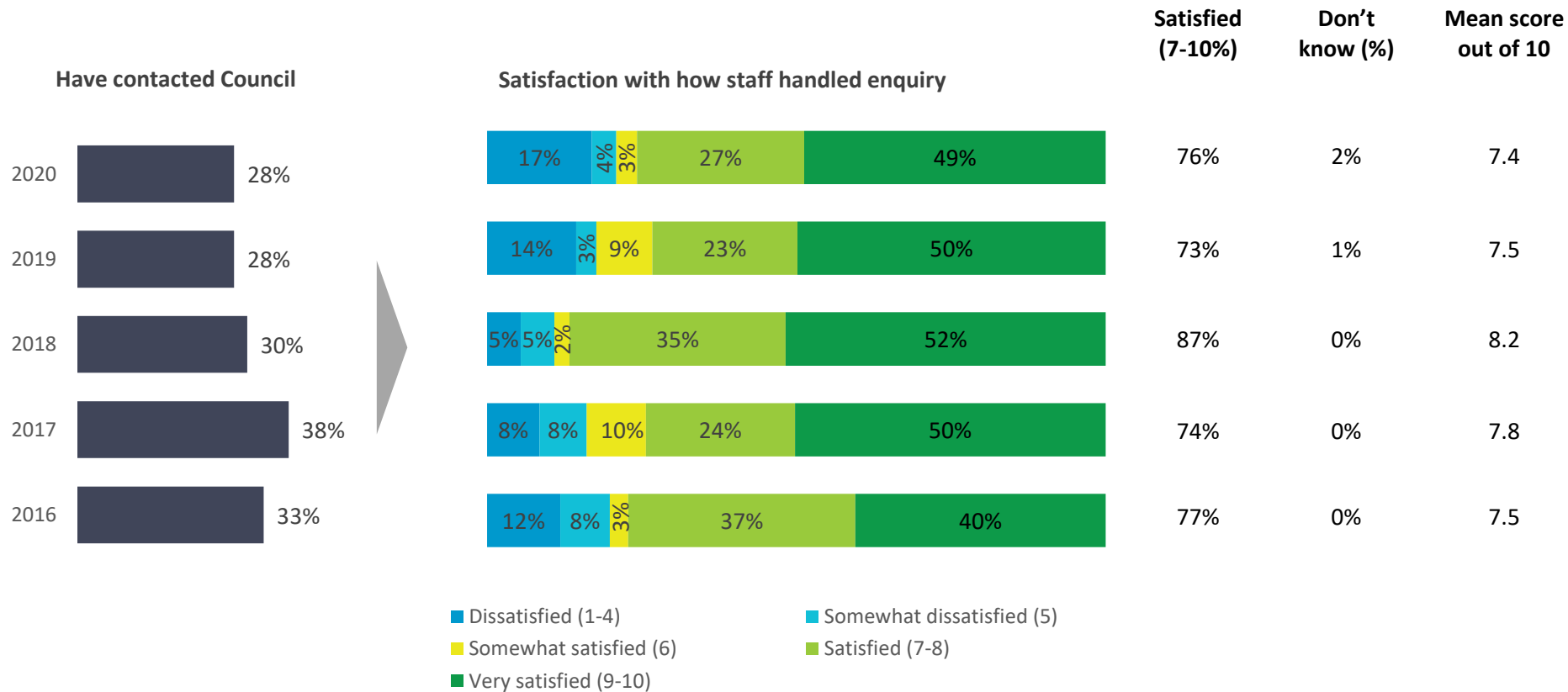
There is little difference in the reputation profile based on ethnicity with Māori tending to be slightly more sceptical towards the Council

Notes:  
 1. Sample: n=276.  
 2. REPS. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?  
 3. Segments have been determined using the results from a set of five overall level questions



# Customer service

# Contact with Council



Fewer people have had contact with Council in the last three years compared with 2017. Over three quarters of the residents (76%) are satisfied with the way their enquiry was handled by staff

No significant difference year-on-year was identified

Notes:  
 1. Sample: 2020 n=403; 2019 n=399, 2018 n=401, 2017 n=404, 2016 n=401. Contacted Council; 2020 n= 123; 2019 n=121, 2018 n=126, 2017 n=157; 2016 n=136. Excludes 'don't knows'.  
 2. RS1. Have you personally contacted Council about something during the past six months? (Q29 in 2015-2018 surveys)  
 3. RS4. Thinking back to your most recent contact, how would you rate your satisfaction with each of the following? (Q30 in 2016-2018 surveys)

## Contact with Council

	2020 (%7-10)	Don't know %	Mean score out of 10	2019 (7-10%)
<b>Satisfaction with how staff handled enquiry overall</b> 	76%	2%	7.4	73%
<b>Satisfaction with how easy it was to make enquiry / request</b> 	83%	0%	8.1	87%
<b>Satisfaction with how long it took Council to respond to enquiry</b> 	73%	2%	7.2	77%
<b>Satisfaction with how well the Council staff communicated</b> 	76%	1%	7.5	78%
<b>Satisfaction with resolution / outcome achieved</b> 	64%	5%	6.4	63%

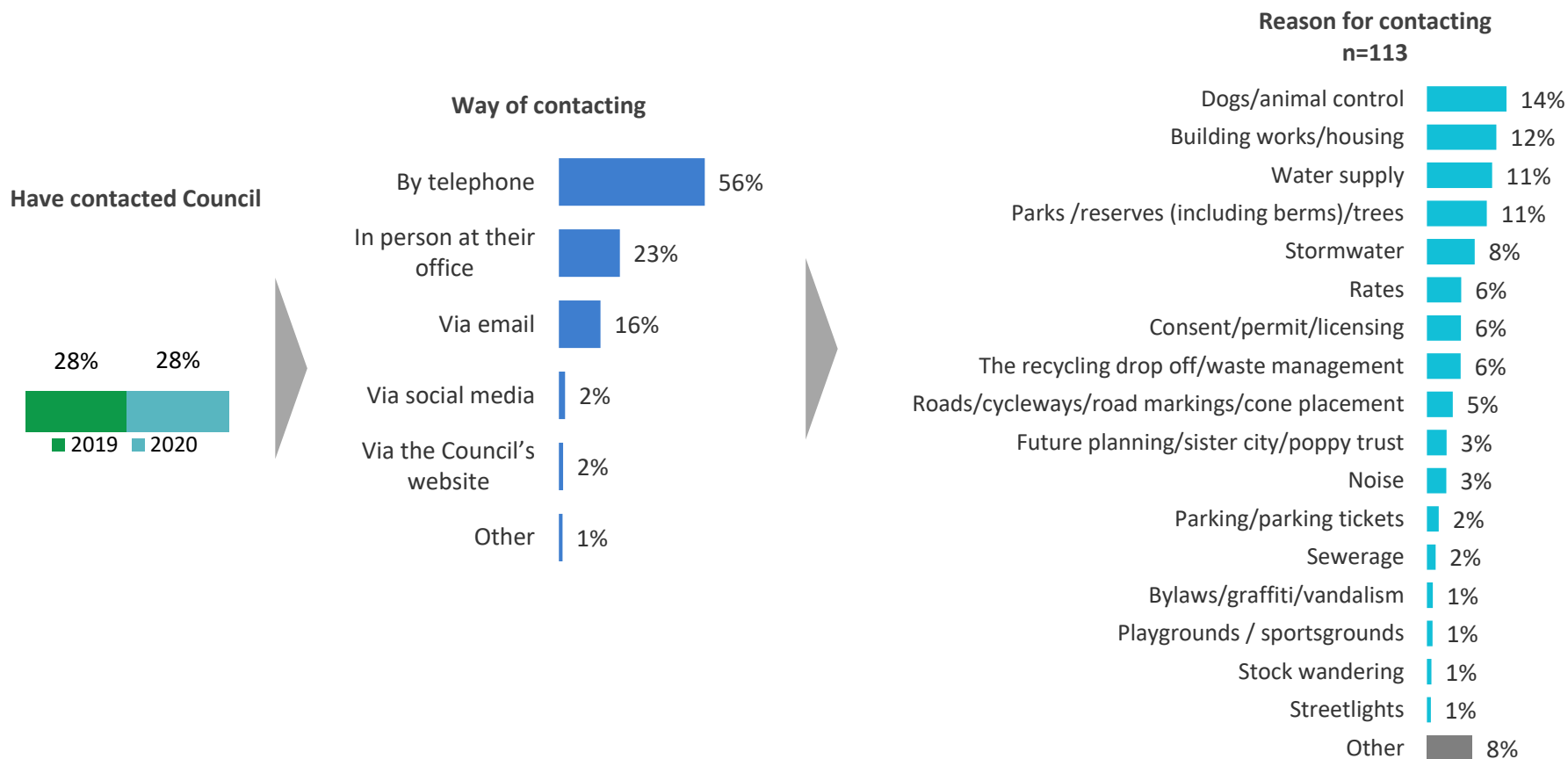
■ Dissatisfied (1-4)    
 ■ Somewhat dissatisfied (5)    
 ■ Somewhat satisfied (6)  
■ Satisfied (7-8)    
 ■ Very satisfied (9-10)

Residents' perception of *How staff handled the enquiry overall* is consistent in the past 24 months with a slight increase in satisfaction in 2020

No significant difference year-on-year was identified

Notes:  
 1. Sample: 2020 n=403. Excludes 'don't knows'.  
 2. RS4. Thinking back to your most recent contact, how would you rate your satisfaction with each of the following? (Q30 in 2015-2018 surveys)

## Contact with Council



The majority of those who contacted Council did so via phone (56%) with the most common reasons for contacting relating to queries regarding , *Dogs/Animal control, Building works, Water supply and Parks/reserves (including berms)/trees*





Notes:  
 1. Sample: 2020 n=403. Have made contact n=123.  
 2. RS1. Have you personally contacted Council about something during the past six months?  
 3. RS2. Was your most recent contact with Council.  
 4. RS3. Thinking about the most recent contact you had with the Council, what did it relate to?





# Council communication

## Driver analysis: Communication

Impact	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Age (7-10%)			Satisfied by Ethnicity (7-10%)	
					18-39	40-59	60 and over	Māori	All Others
Overall communication and involvement	 59%	12%	6.6	65%	55%	51%	73%	71%	57%
Making it clear how the public can be involved in Council's decision making	41%  61%	16%	6.6	62%	57%	55%	73%	72%	59%
Keeping the public informed about its decision making	39%  60%	14%	6.5	61%	60%	50%	74%	75%	58%
Ease of accessing Council information	20%  72%	19%	7.2	75%	71%	66%	82%	72%	72%

Almost six out of ten residents (59%) are satisfied with Council's *Overall communication and involvement*. Ageing population (65+) are considerably more satisfied with the communication compared with younger age groups

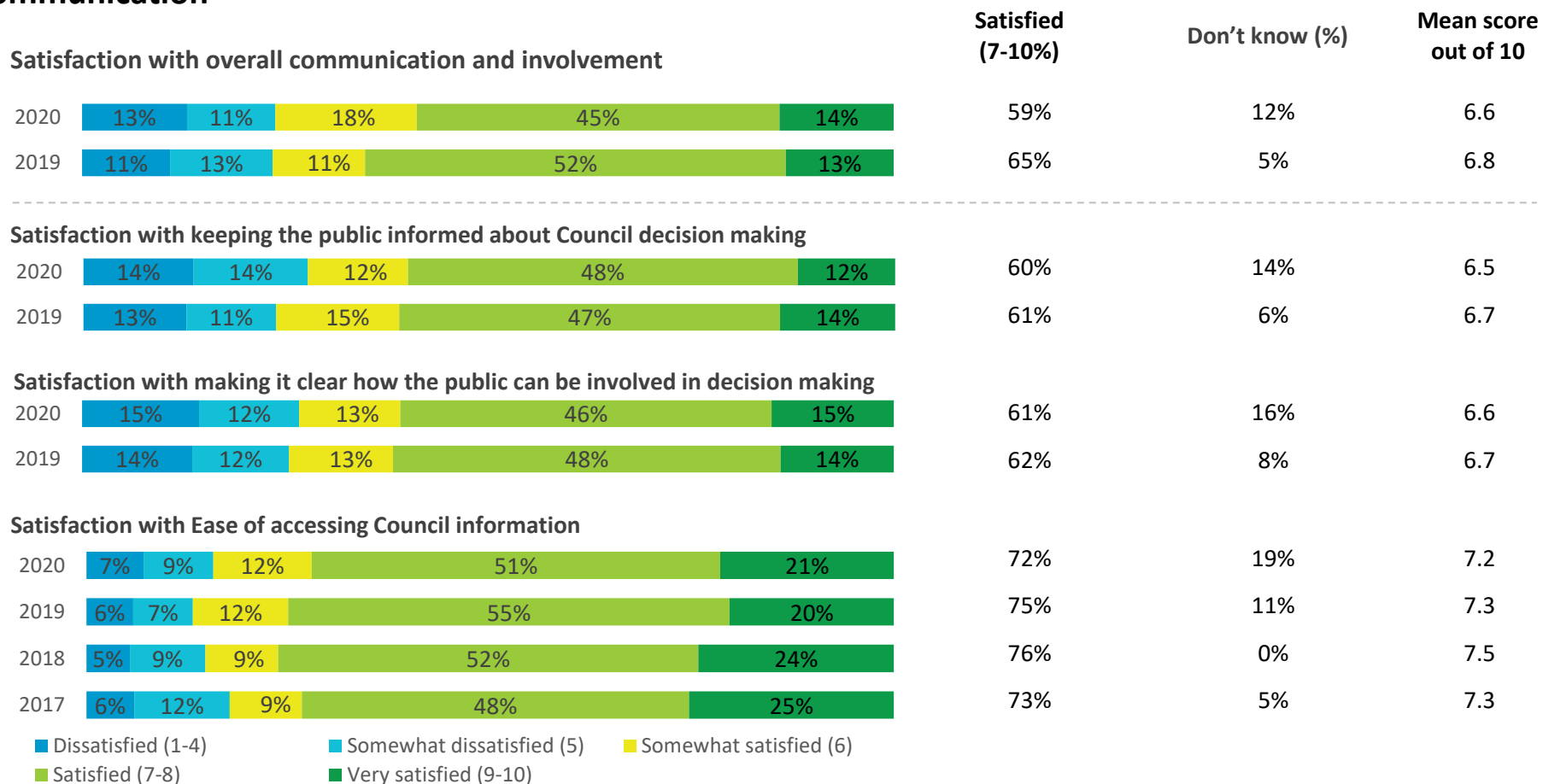
No significant difference year-on-year was identified

Between age groups/ethnicities  
*Significantly higher*  
*Significantly lower*

Notes:

1. Sample: n=403, 18-39 n=112 ; 40-59 n=168 ; 60+ n=123 , Maori n=38, Other Ethnicities n=365. Excludes 'don't knows'
2. COM1. How satisfied are you with each of the following.
3. COM2. And how would you rate Council overall for its communications in keeping the public informed and involved in its decision making?

## Communication



Residents' satisfaction with all areas of Council's communication with the public and involving them in decision making remains consistent over the years

No significant difference year-on-year was identified

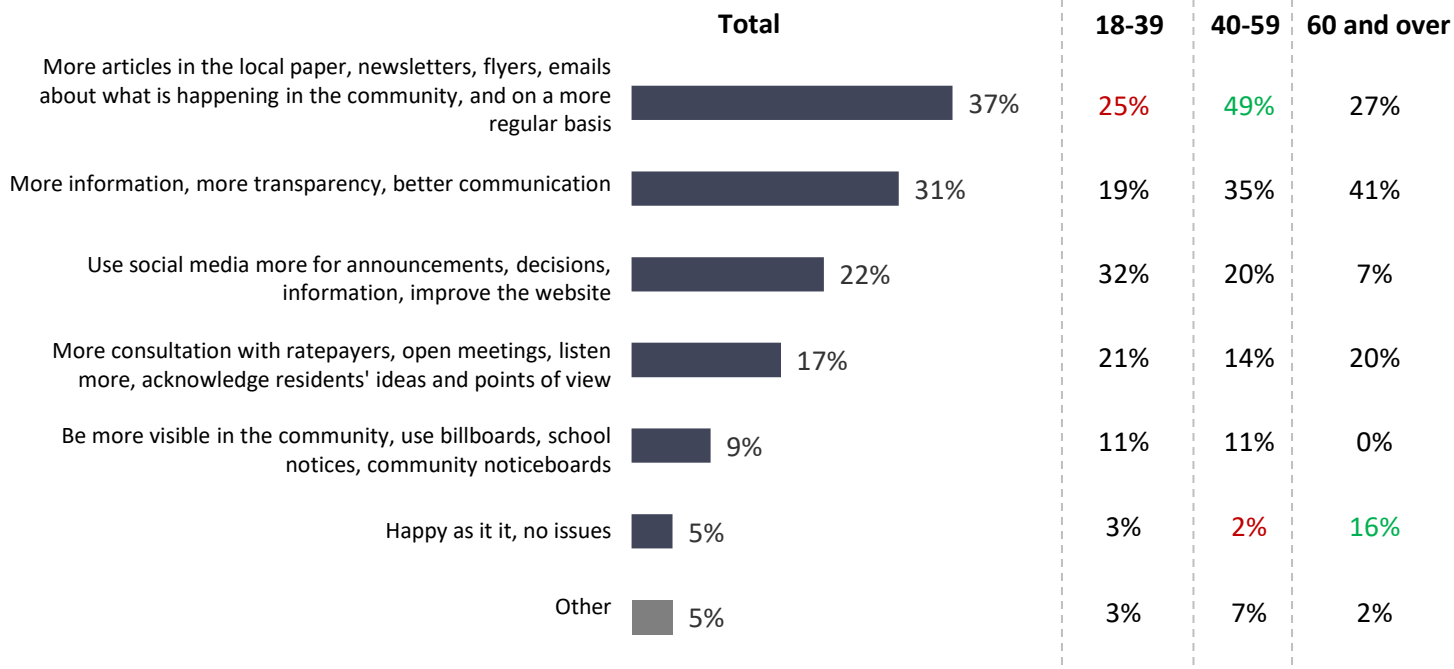
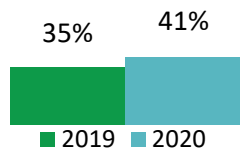
Notes:

1. Sample: 2020 n=403, 2019 n=399, 2018 n=401, 2017 n=404. Analysis excludes 'don't know' responses
2. COM1. How satisfied are you with each of the following (Q37 in 2015-2018 surveys)
3. COM2. And how would you rate Council overall for its communications in keeping the public informed and involved in its decision making?

## Communication: Understanding dissatisfaction

### How to improve communications around Council's decision making n=128

#### Dissatisfied with Council communications (1-6%)



There are considerably more residents who are dissatisfied or less satisfied with *Council communications* compared with 2019. Respondents would like to see more information and better communication from the Council, including more articles around the Council's decision making in the local papers, more newsletters and flyers

#### Notes:

1. Sample: n=403. Dissatisfied (1-6%) n=153. Excludes 'don't knows'.
2. COM2. And how would you rate Council overall for its communications in keeping the public informed and involved in its decision making?
3. COM3. What would you like Council to do to improve communications around its decision making?

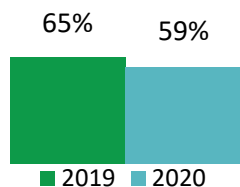
Between age groups

Significantly higher

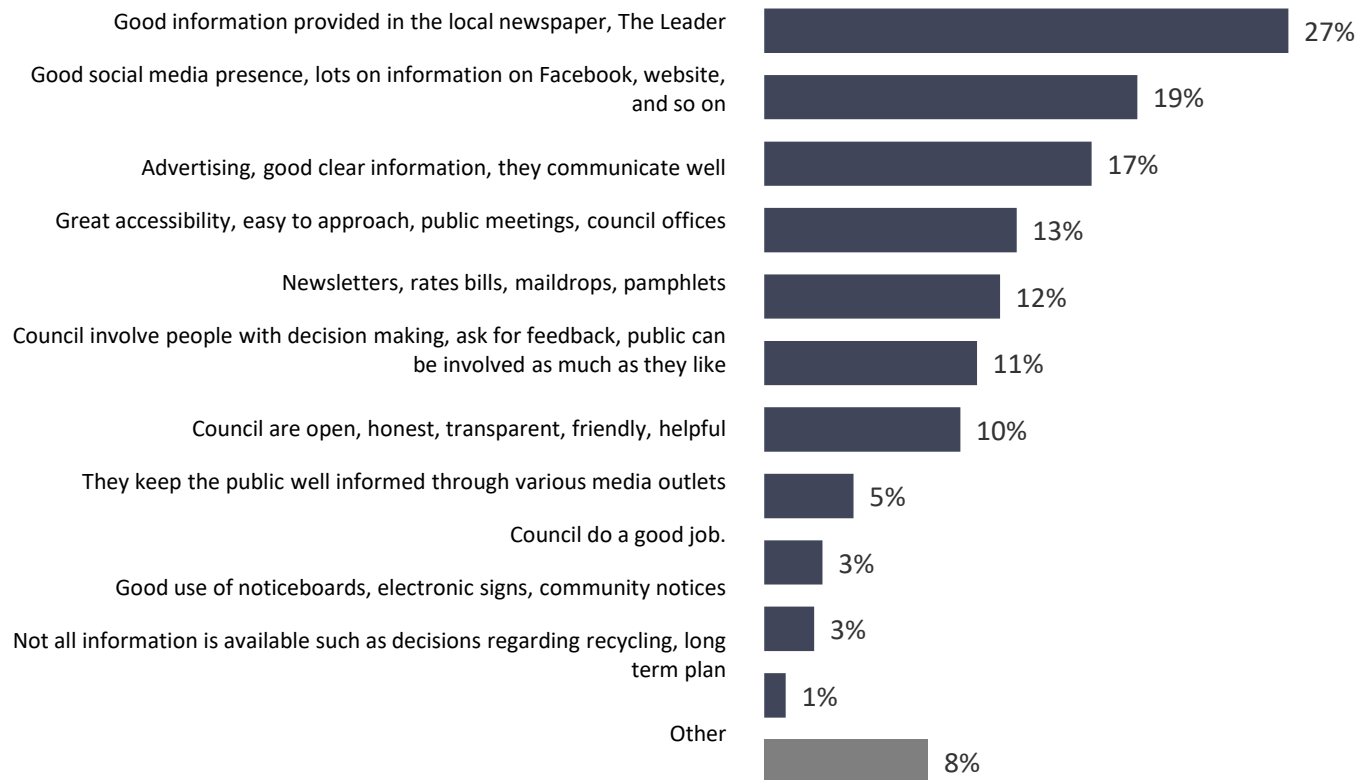
Significantly lower

## Contact with Council

### Satisfied with Council communications (7-10%)



### Aspects concerning Council's communications that are valued n=167

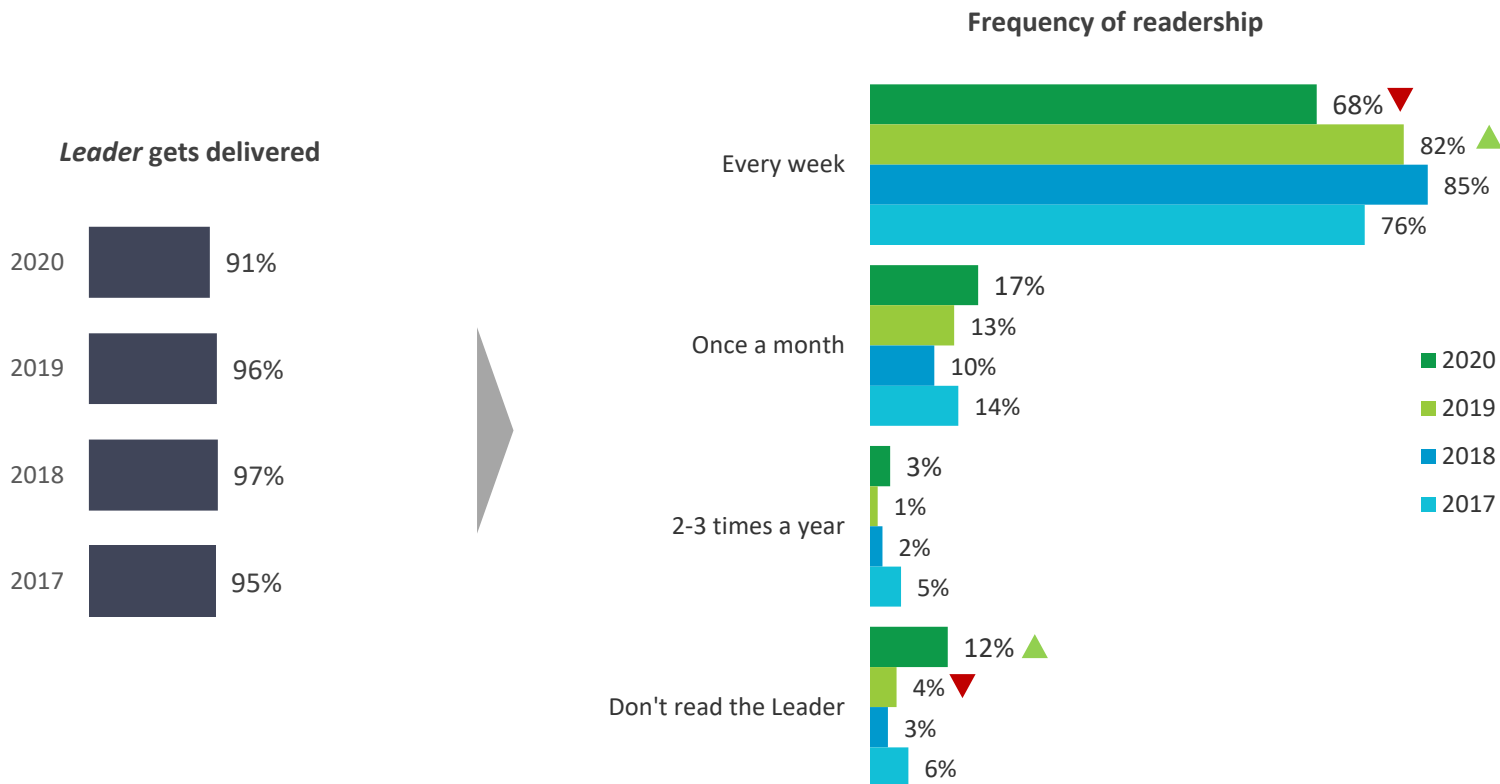


Conversely, those who are more satisfied with Council communications (65%), praise Council in particular for providing good information in the *Upper Hutt Leader*

Notes:

1. Sample: n=403. Satisfied (7-10%) n=248. Excludes 'don't knows'.
2. COM2. And how would you rate Council overall for its communications in keeping the public informed and involved in its decision making?
3. COM4. What do you particularly value about how Council communicates and involves the public in its decision making?

## Frequency of reading the *Upper Hutt Leader* newspaper



Although delivery of the *Upper Hutt Leader* remains high (91%), readership has considerably decreased in the past 12 months with 12% of the respondents reporting that they do not read the Leader

Notes:

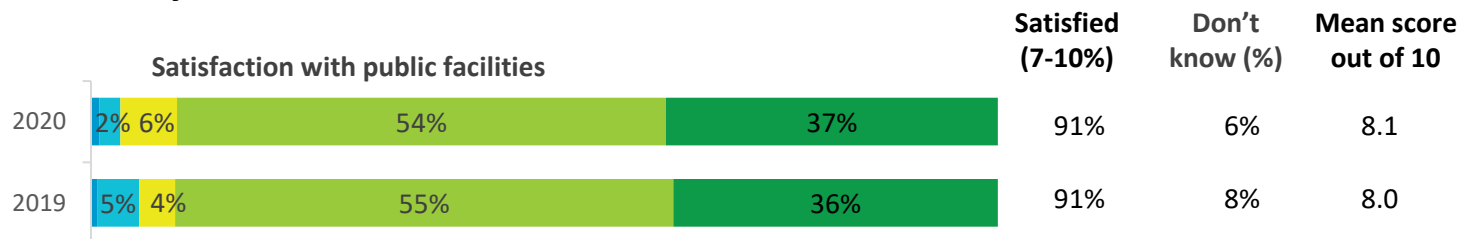
1. Sample: 2020 n=403; 2019 n=399, 2018 n=401, 2017 n=404; Receive the Leader; 2020 n=365 ; 2019 n= 384, 2018 n=389, 2017 n=385
2. COM5. Does the Leader, the local newspaper, get delivered to your home? (Q42in 2015-2018 surveys )
3. COM6. How frequently do you read the Leader? (Q43 in 2015-2018 surveys )

**Year-on-year**  
 ▲ Significantly higher  
 ▼ Significantly lower

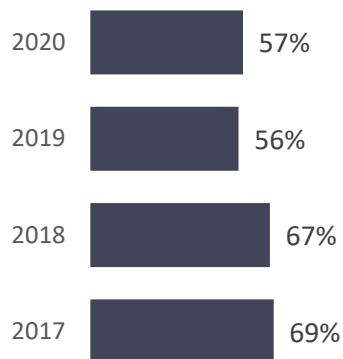


# Public facilities

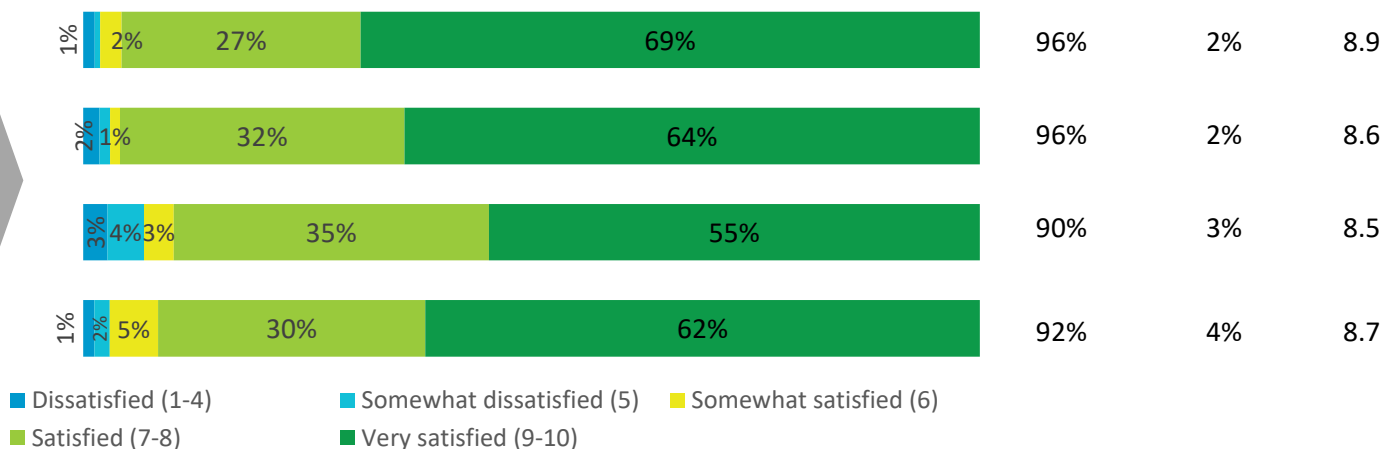
## Overall Public facilities and Library



### Have used a library



### Satisfaction with customer service at the library



A very high proportion of residents (91%) are satisfied with *Public facilities* in Upper Hutt. Regarding *Library*, over a half of residents visited this facility in 2020 and almost all of them (96%) are satisfied

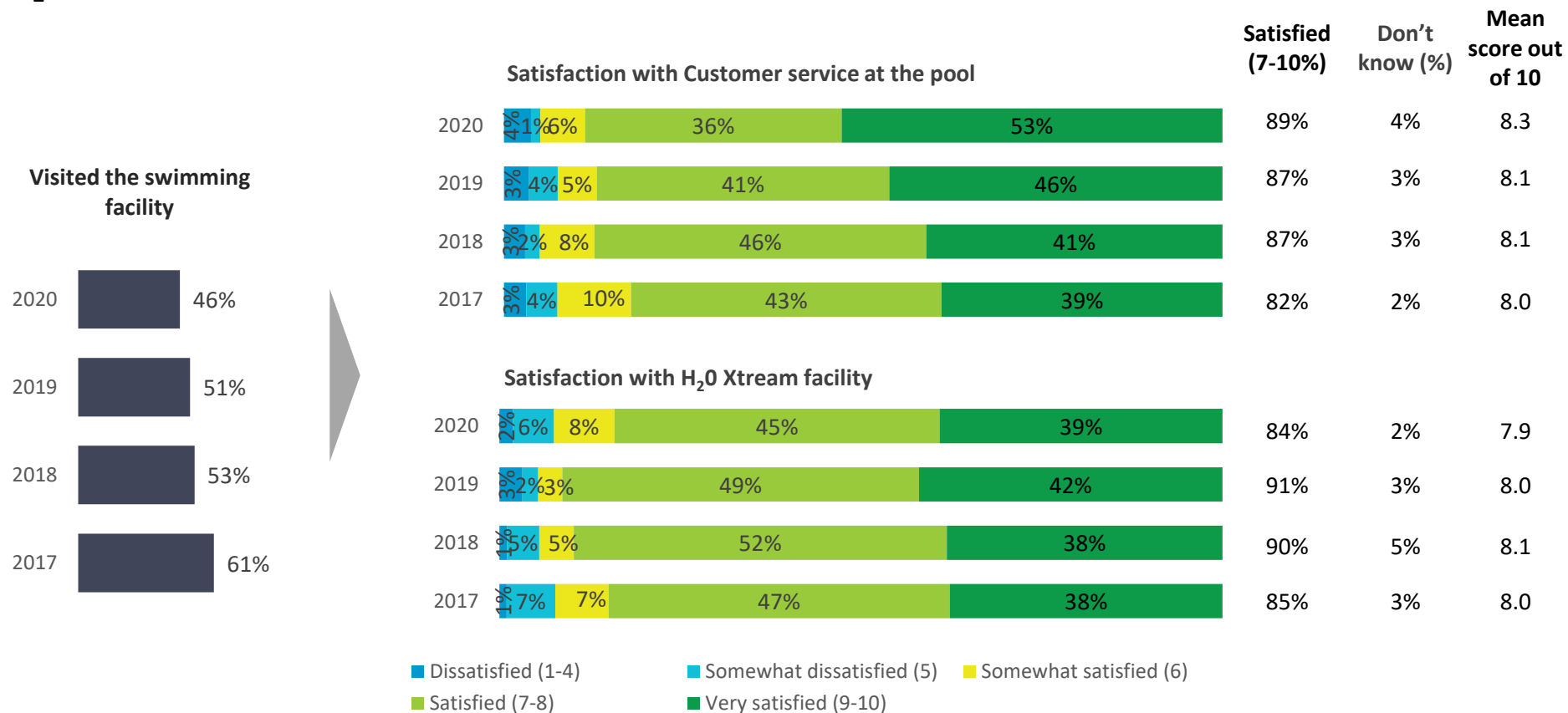
Notes:

1. Sample: 2020 n=403; 2019 n=399, 2018 n=401, 2017 n=404. Library users 2020 n=231 ; 2019 n=218, 2018 n=270, 2017 n=282. Analysis excludes 'don't know' responses
2. CF1. Which of the following facilities have you or anyone in your family visited in the last year? (Q1 in 2015-2018 surveys)
3. CF2. Thinking about these facilities, how would you rate your satisfaction with...? (Q2 in 2015-2018 surveys)

No significant difference year-on-year was identified



# H<sub>2</sub>O Xtream



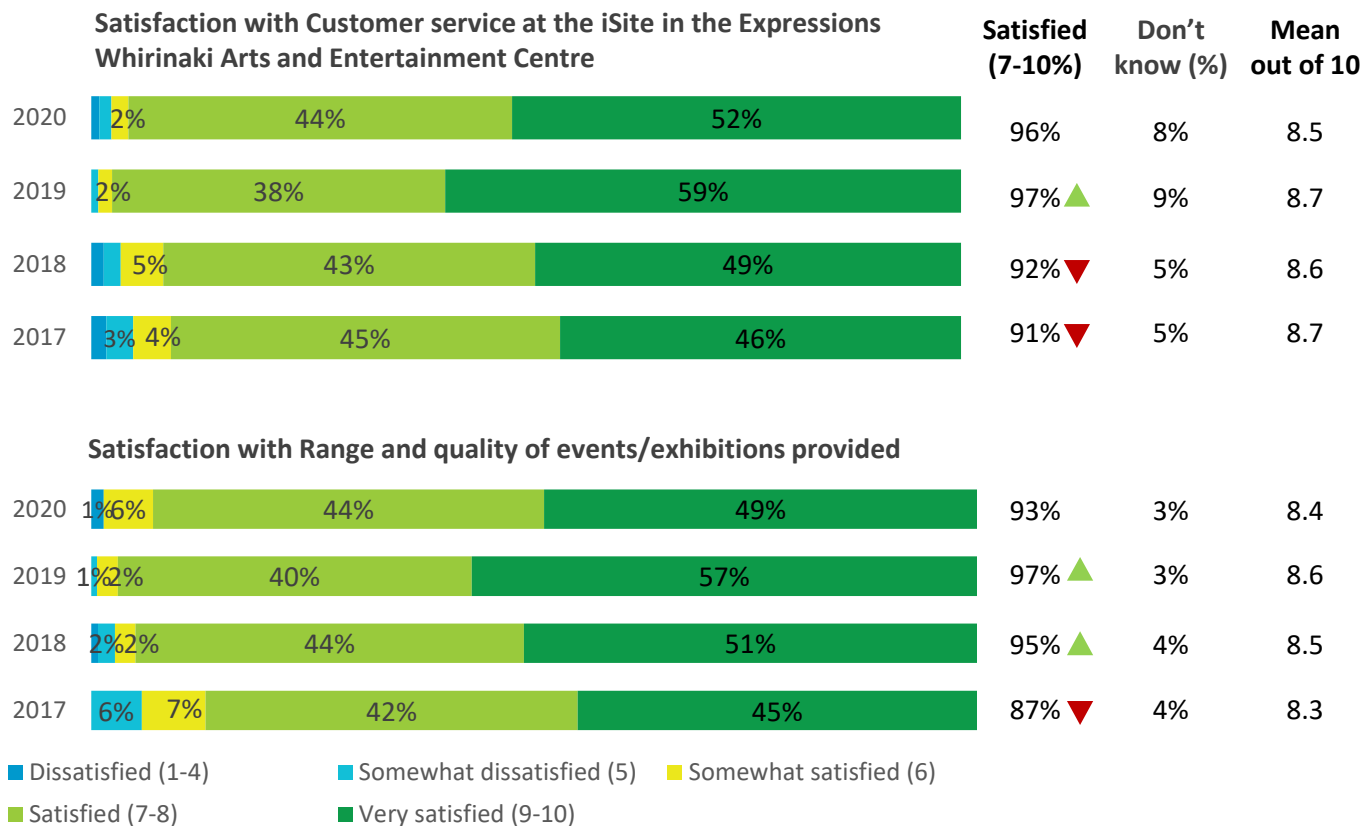
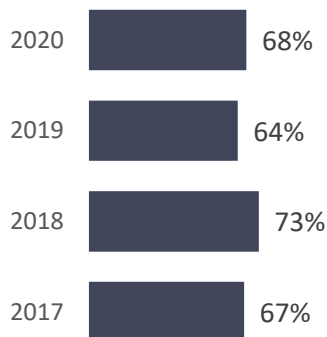
The number of residents who have visited H<sub>2</sub>O Xtream in the past year has been declining since 2017, however, satisfaction with staff and the range of leisure activities remains high with over eight out of ten residents satisfied with customer service (89%) and the facility (84%)

Notes:  
 1. Sample: 2020 n=403; 2019 n=399, 2018 n=401, 2017 n=404. Users 2020 n=186; 2019 n=188, 2018 n=209, 2017 n=241. Analysis excludes 'don't know' responses  
 2. CF1. Which of the following facilities have you or anyone in your family visited in the last year? (Q5 in 2015-2018 surveys)  
 3. CF2. Thinking about these facilities, how would you rate your satisfaction with...? (Q6 in 2015-2018 surveys)

No significant difference year-on-year was identified

# Arts and Entertainment Centre

## Have visited the Centre



More residents visited the *Arts and Entertainment Centre* (68%) in 2020 compared with 2019, however satisfaction with the customer service at the iSite, and the range and quality of exhibitions has decreased

Notes:  
 1. Sample: 2020 n=403 ; 2019 n=399, 2018 n=401, 2017 n=404. Users 2020 n=273 ; 2019 n=265, 2018 n=298, 2017 n=279. Analysis excludes 'don't know' responses  
 2. CF1. Which of the following facilities have you or anyone in your family visited in the last year? (Q3 in 2015-2018 surveys)  
 3. CF2. Thinking about these facilities, how would you rate your satisfaction with...?(Q4 in 2015-2018 surveys)

**Year-on-year**  
 Significantly higher  
 Significantly lower



# Infrastructure

# Water management



Residents' overall satisfaction with *Water management* has remained high (80% satisfied), however satisfaction with *Household water supply* has seen a significant drop over the last year (91% down from 95%)

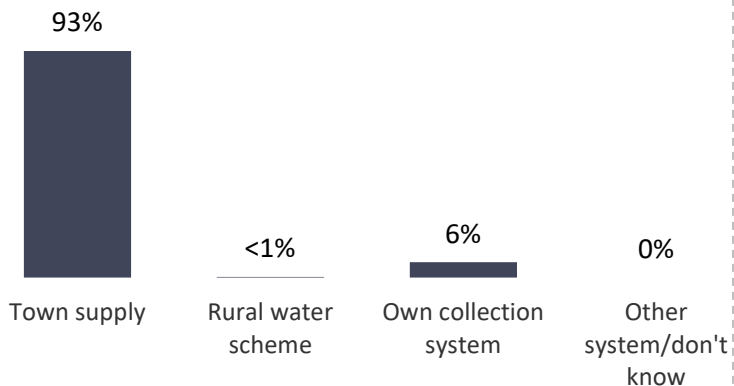
Notes:

1. Sample: 2020 n=403. Analysis excludes 'don't know' responses
2. TW2 On the scale of 1- 10, how satisfied are you with your household water supply?
3. TW4. On the scale of 1- 10, how satisfied are you with the city's sewerage system?
4. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of the following?
5. TW6. And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of waste water, how would you rate your satisfaction with Council overall for its management of water in the city?

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

## Water management: Water connection

Region	99%	0%	1%	0%
North	99%	0%	1%	0%
Central	99%	0%	1%	0%
South	99%	0%	0%	1%
Rural	25%	4%	70%	0%



	Satisfied (7-10%)	Satisfied by Ward (7-10%)				Satisfied by Ethnicity (7-10%)	
		North	Central	South	Rural	Māori	All Others
Water management	80%	72%	88%	84%	58%	70%	82%
Stormwater system	75%	72%	83%	76%	57%	63%	77%
Household water supply	91%	88%	94%	92%	96%*	79%	93%
Sewage system	94%	98%	94%	91%	100%*	85%	95%
Keeping roads and pavements free from flooding	69%	70%	80%	66%	46%	56%	71%
Ability to protect property from flooding	75%	77%	81%	75%	39%	65%	77%

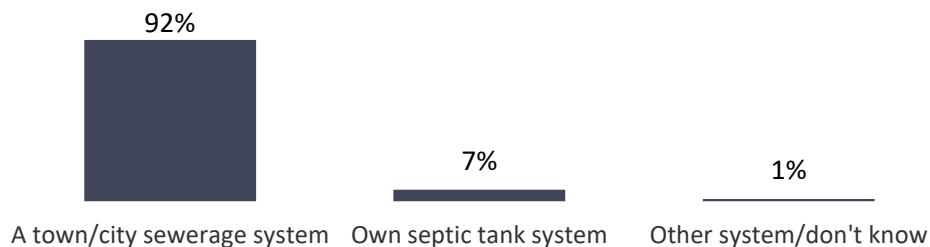
Over nine in ten (93%) residents are connected to *Town supply*, however most rural residents use their *Own collection system* (70%)

Between suburbs  
*Significantly higher*  
*Significantly lower*

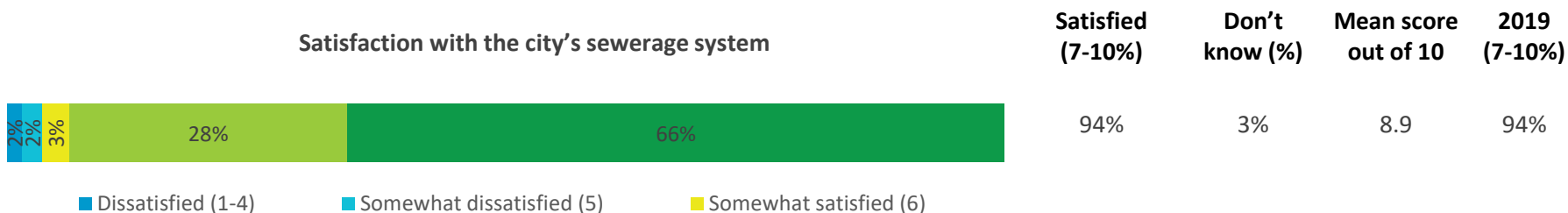
Notes:  
 1. Sample: 2020 n=403. Analysis excludes 'don't know' responses  
 2. TW1. Which of the following best describes your water supply connection?

## Water management: Sewerage system connection

North	99%	1%	0%
Central	99%	1%	0%
South	97%	0%	3%
Rural	25%	73%	1%



### Satisfaction with the city's sewerage system



A similar proportion of residents (92%) are connected to the *Town/city sewerage system*. The proportion of rural residents with their *Own septic tank system* is relatively high (73%). Overall satisfaction with sewage system remains very high (94%)

Notes:  
 1. Sample: 2020 n=403. Analysis excludes 'don't know' responses  
 2. TW3. Which of the following best describes your water supply connection?  
 3. TW4. On the scale of 1- 10, how satisfied are you with the city's sewerage system?

Between suburbs  
*Significantly higher*  
*Significantly lower*

# Roads, cycle ways, walkways and street lighting

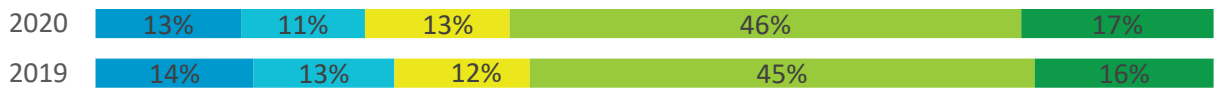
## Satisfaction with overall Roding



Satisfied (7-10)      Don't know (%)      Mean score out of 10

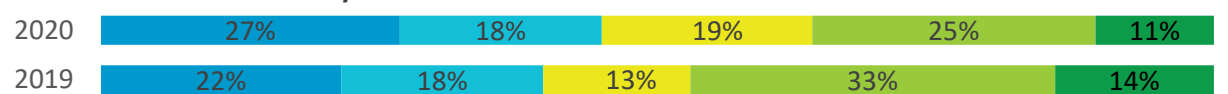
2020: 70%      1%      7.1  
 2019: 73%      1%      7.2

## Satisfaction with How well roads are maintained



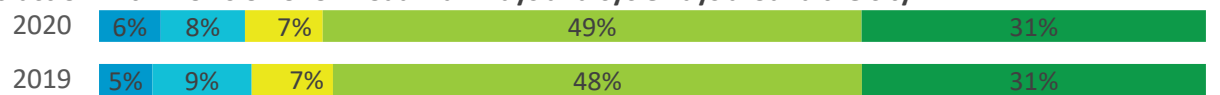
2020: 63%      0%      6.7  
 2019: 61%      0%      6.6

## Satisfaction with Provision of cycle lanes on the roads



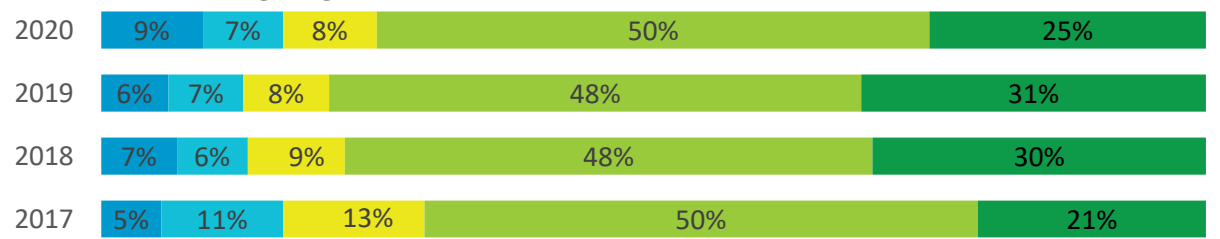
2020: 36% ▼      15%      5.7  
 2019: 47% ▲      18%      6.1

## Satisfaction with Provision of off-road walkways and cycleways around the city



2020: 80%      8%      7.6  
 2019: 79%      6%      7.6

## Satisfaction with Street lighting



2020: 75%      3%      7.4  
 2019: 79% ▲      2%      7.5  
 2018: 78%      3%      7.6  
 2017: 71% ▼      3%      7.4

■ Dissatisfied (1-4) ■ Somewhat dissatisfied (5) ■ Somewhat satisfied (6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Overall, residents' satisfaction with road related infrastructure remains high (70%). Residents continue to be dissatisfied with the *Provision of cycle lanes on the roads*. The proportion of satisfied respondents has significantly decreased in the past 12 months

Notes:  
 1. Sample: 2020 n=403; 2019 n=399, 2018 n=401, 2017 n=404. Analysis excludes 'don't know' responses  
 2. RF1. Using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following? (Q19 in 2015-2018 surveys)  
 3. RF2. Overall, how satisfied are you with the roads, cycle ways, footpaths and walkways around the city?

Year-on-year  
 ▲ Significantly higher  
 ▼ Significantly lower

## Street lighting: Understanding dissatisfaction

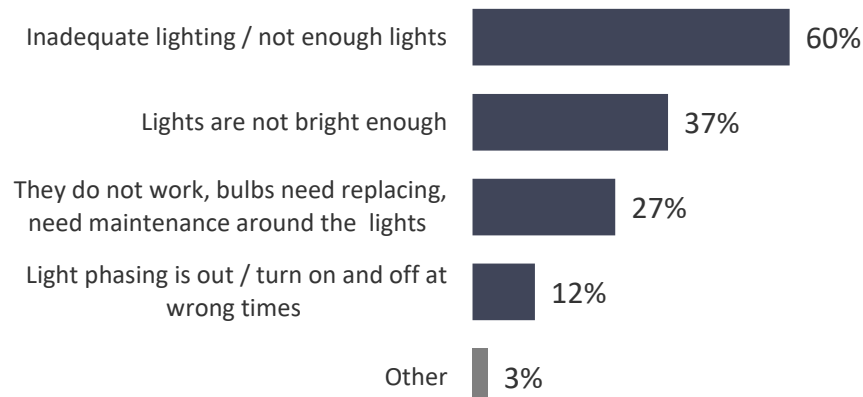
### Dissatisfied with street lighting (1-4%)

9%



### Reasons for being dissatisfied with street lighting

n=35



- **Other response.**
- **My street light is too bright it shines down the side of my house. The light needs a shade on it please.**

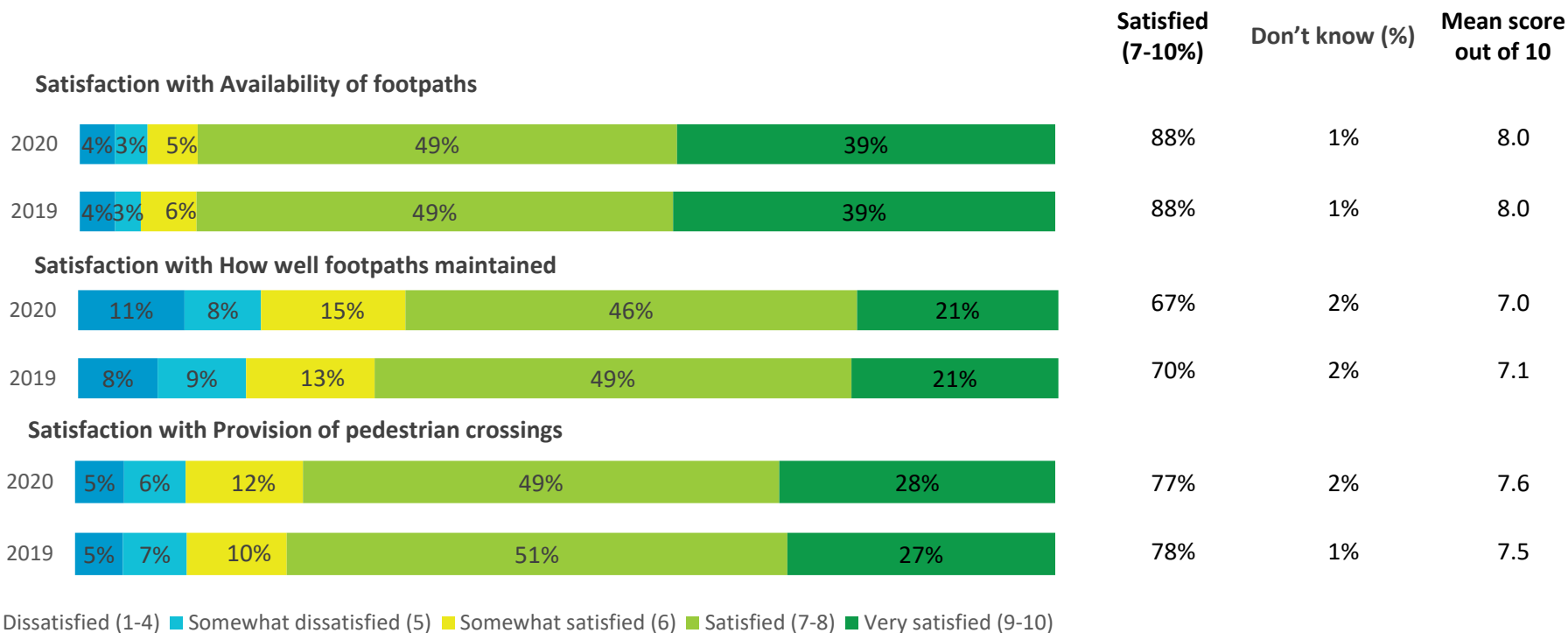
9% of the respondents are dissatisfied with the *Street lighting*. Most common reasons behind their dissatisfaction are: *inadequate lighting*, *the brightness of the lights* or that *there are bulbs that need replacing*

#### Notes:

1. Sample: 2020 n=403. Dissatisfied n=35. Left a comment n=35
2. RF1. Using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following...?
3. RF1b: Why are you dissatisfied with the street lighting in Upper Hutt?



# Pedestrian facilities



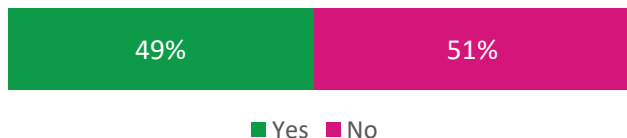
No significant difference year-on-year was identified

Residents' satisfaction with *Pedestrian facilities* also remains high with *How well footpaths maintained* scoring the lowest (67%)

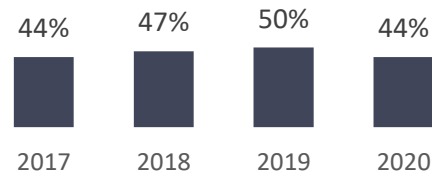
Notes:  
 1. Sample: 2020 n=403; 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses  
 2. RF1. Using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following? (Q19 in 2015-2018 surveys)

# Kerbside recycling usage

Used Council drop-off point of recycling in the past 12 months



Use kerbside recycling

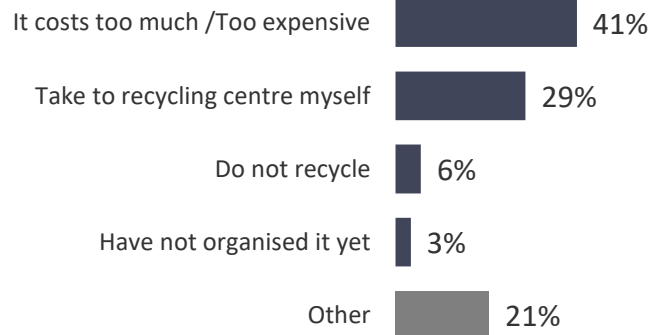


Don't use kerbside recycling  
56%



2020

Reasons for not using kerbside recycling  
n=224



- *Other* responses include:
- I pay for private collection
- There is no service provided in my area
- I take it elsewhere

44% of residents use kerbside recycling, those who don't, indicate that the cost of the service is the main barrier for entry

Notes:

1. Sample: 2020 n=403; 2019 n=399, 2018 n=401, 2017 n=404, 2016 n=401. Users: 2020 n=176; 2019 n=196, 2018 n=188, 2017 n=187. 2020 didn't use n=227
2. WR1. Does your household pay for a kerbside recycling system? (Q11 in 2015-2018 surveys)
3. WR2. What would be the main reason why you do not recycle at the kerbside? (Q14 in 2015-2018 surveys)
4. WR3. Have you used the Council drop-off point for recycling in the past 12 months? [IF NEEDED: THIS IS THE DROP-OFF POINT IN PARK STREET, JUST OUTSIDE THE COUNCIL DEPOT.]

No significant difference year-on-year was identified

# Waste management



Residents are generally happy with all aspects of *Waste management*, particularly with the *Cleanliness of streets* and the *Management of loose litter in and around the city*

No significant difference year-on-year was identified

Notes:  
 Sample: 2020 n=403; 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses  
 WR4. How satisfied are you with each of the following services provided by Council? (Q19 in 2015-2018 surveys)  
 WR5. How would you rate your satisfaction with the Upper Hutt City Council overall for its waste disposal services?



# Regulatory services

## Regulatory services

	Satisfied (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)
Satisfaction with overall regulatory services	74%	15%	7.2	78%
Satisfaction with Enforcement of local bylaws, e.g. vehicle parking, park use	75%	15%	7.3	74%
Satisfaction with Control of dogs in the city	84% ▲	11%	7.8	78%

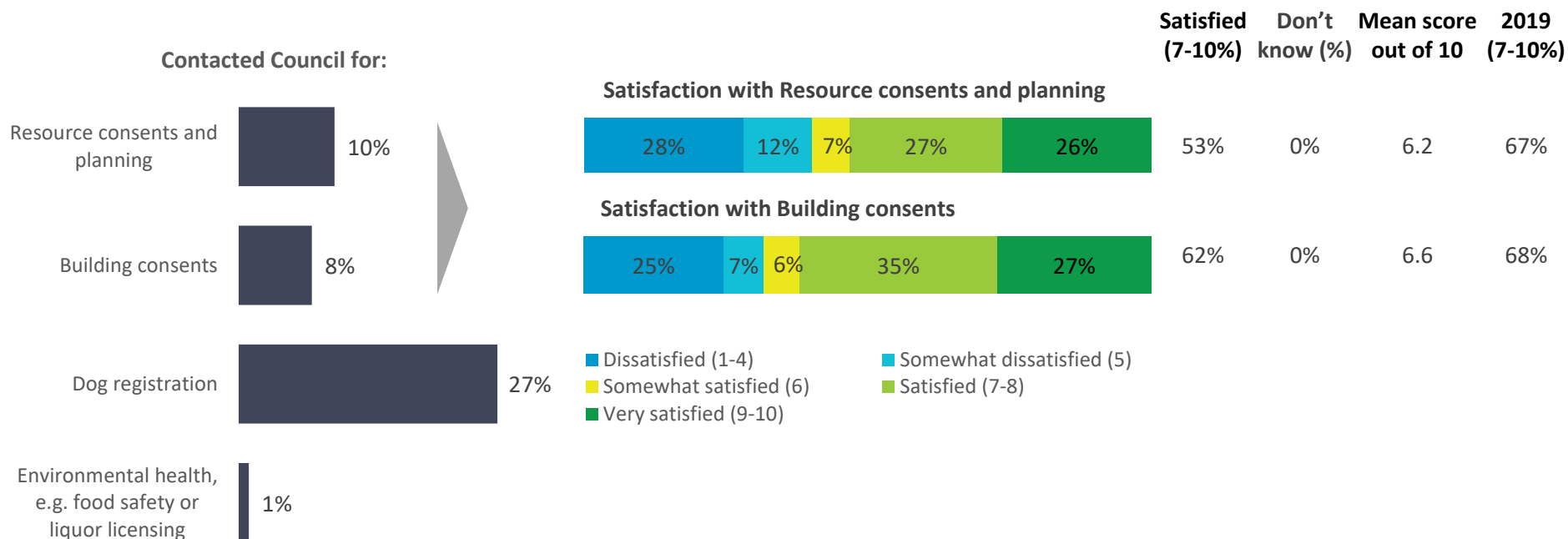
Category	Dissatisfied (1-4)	Somewhat dissatisfied (5)	Somewhat satisfied (6)	Satisfied (7-8)	Very satisfied (9-10)
Satisfaction with overall regulatory services	6%	10%	11%	55%	19%
Satisfaction with Enforcement of local bylaws, e.g. vehicle parking, park use	7%	9%	9%	52%	23%
Satisfaction with Control of dogs in the city	4%	4%	7%	55%	29%

Close to three quarters (74%) of residents are satisfied with the *Overall regulatory services* provided by Council, with a significant increase in satisfaction with *control of dogs in the city* in the past 12 months

Notes:  
 1. Sample: 2020 n=403. Excludes 'don't knows'  
 2. OS3. And how satisfied are you with Council in terms of...  
 3. OS4. Thinking about all the regulatory services Council provides such as town planning, resource consents, building consents and enforcement of local bylaws, overall, how satisfied are you with how well Council manages its various regulatory activities?

**Year-on-year**  
 ▲ Significantly higher  
 ▼ Significantly lower

# Regulatory services



■ Dissatisfied (1-4)      ■ Somewhat dissatisfied (5)  
■ Somewhat satisfied (6)      ■ Satisfied (7-8)  
■ Very satisfied (9-10)

*Dog registration* was the most common issue residents contacted the Council about (27%). *Resource and Building consents* leaves more than half (53% and 62% respectively) satisfied

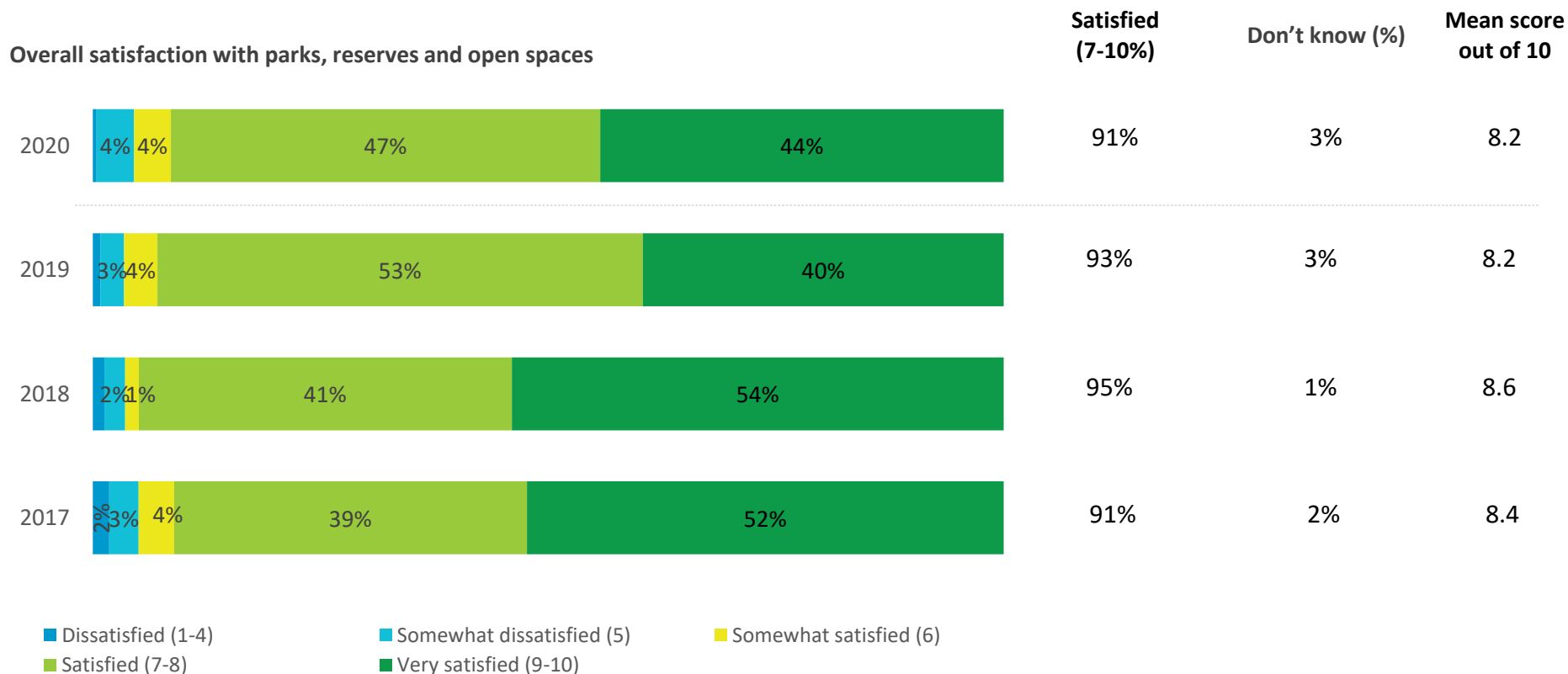
Notes:  
 1. Sample: 2020 n=403; Contacted council for resource consents and planning n=43; building consents n=31; dog registration n=125; environmental health, e.g. food safety or liquor licensing n=6.  
 2. OS1. In the last year, which of the following have you had contact with Council about?  
 3. OS2. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following?

No significant difference year-on-year was identified



# Parks, reserves and open spaces

## Parks, reserves and open spaces



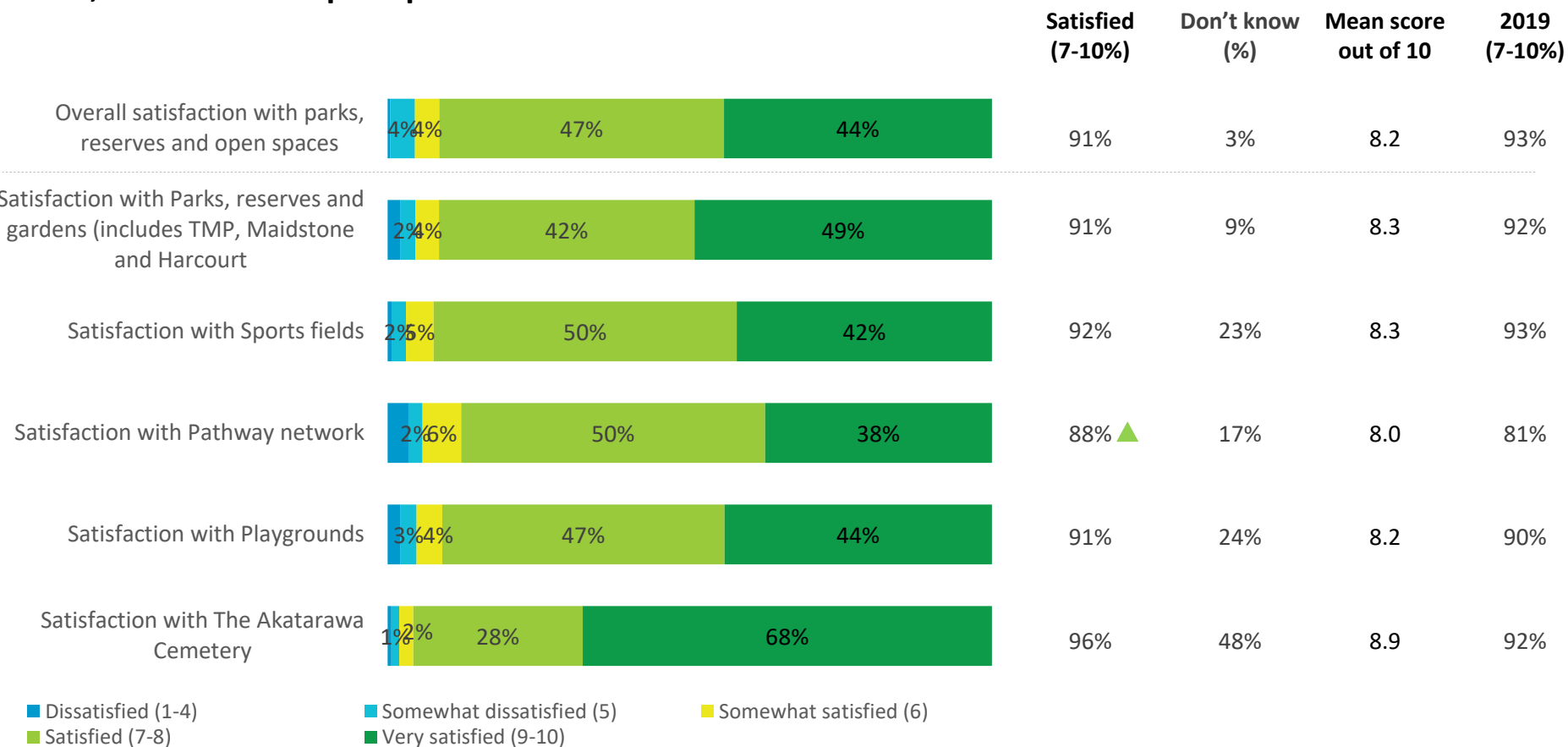
Satisfaction with *Parks, reserves and open spaces* remains very high (91%)...(continued on next page)

No significant difference  
year-on-year was identified

Notes:  
 1. Sample: 2020 n=403; 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses  
 2. PR3. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your level of satisfaction with the provision of open space, amenities and gardens? (Q22 in 2015-2018 surveys)



## Parks, reserves and open spaces



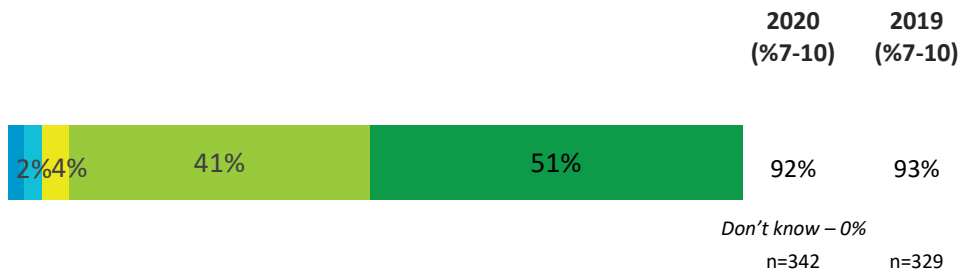
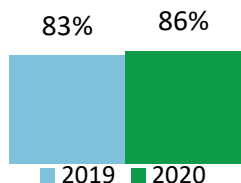
(continued from previous page)...and this aligns with a very high satisfaction level for each of the facilities provided by Council, with a significant increase in satisfaction for the Council's pathway networks over the last year

Notes:  
 1. Sample: 2020 n=403;. Analysis excludes 'don't know' responses  
 2. PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?  
 3. PR3. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your level of satisfaction with the provision of open space, amenities and gardens? (Q22 in 2015-2018 surveys)

**Year-on-year**  
 ▲ Significantly higher  
 ▼ Significantly lower

## A Council maintained park, reserve or garden (includes TMP, Maidstone and Harcourt)

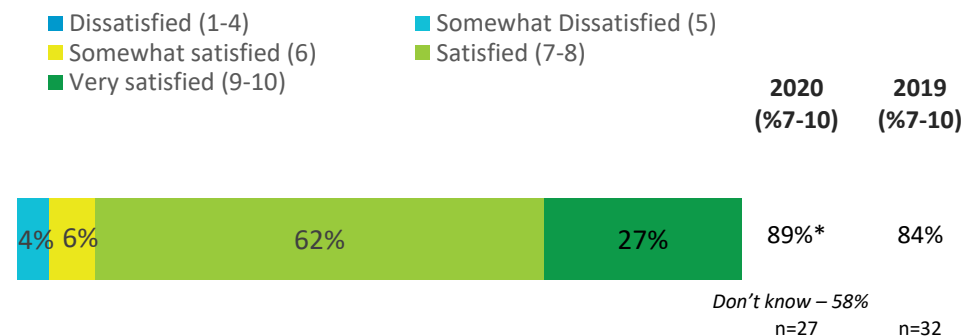
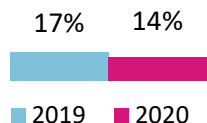
### Visited in last 12 months



### Satisfied by Ward (7-10%)

Ward	2020 (%)	2019 (%)
North	86%	86%
Central	92%	92%
South	94%	94%
Rural	97%	97%
n	n=92	n=78
n	n=108	n=64

### Not visited in last 12 months



Ward	2020 (%)	2019 (%)
North	100%*	100%*
Central	83%*	83%*
South	78%*	78%*
Rural	90%*	90%*
n	n=7	n=6
n	n=4	n=10

Satisfaction of those who have used a *Council maintained park, reserve or garden* remains high (93%) with no significant change in usage

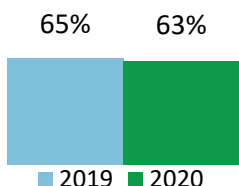
Notes:

- \* Caution: small sample size n<30
- 1. Sample: 2020 n=403; visited n=343, not visited n=60
- 2. North n=103, Central n=97, South n=121, Rural n=82. Analysis excludes 'don't know' responses;
- 3. PR1. In the last year, which of the following have you visited?
- 4. PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?

No significant difference year-on-year or between wards was identified

# A Council maintained Sportsfields

## Visited in last 12 months



2020 (%7-10)  
2019 (%7-10)

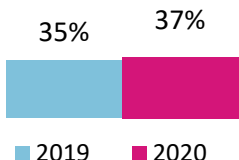
95%  
94%

Don't know – 2%  
n=342  
n=329

## Satisfied by Ward (7-10%)

	North	Central	South	Rural
2020	92%	91%	99%	91%
2019	92%	91%	99%	91%
n	n=92	n=78	n=108	n=64

## Not visited in last 12 months



2020 (%7-10)  
2019 (%7-10)

84%\*  
88%

Don't know – 58%  
n=27  
n=32

	North	Central	South	Rural
2020	87%*	79%*	84%*	85%*
2019	87%*	79%*	84%*	85%*
n	n=7	n=6	n=4	n=10

Likewise, almost all (95%) residents who have used a *Council maintained sportsfield* in the last 12 months are satisfied with the facility

Notes:

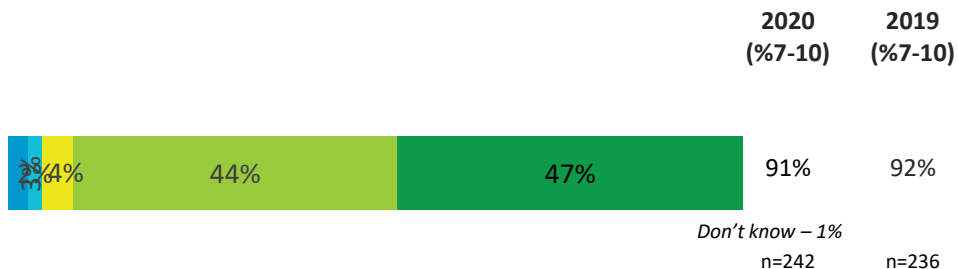
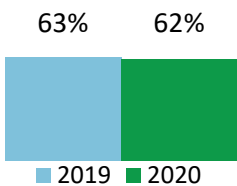
\* Caution: small sample size n<30

- Sample: 2020 n=403; visited n=242, not visited n=161
- North n=103, Central n=97, South n=121, Rural n=82. Analysis excludes 'don't know' responses;
- PR1. In the last year, which of the following have you visited?
- PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?

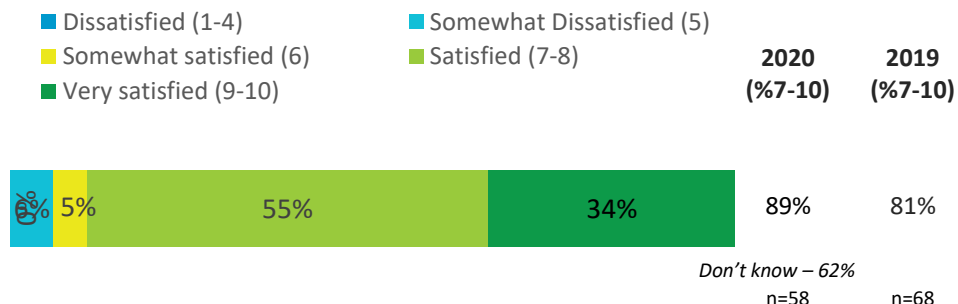
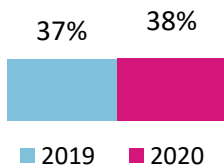
No significant difference year-on-year or between wards was identified

# A Council maintained playground

## Visited in last 12 months



## Not visited in last 12 months



## Satisfied by Ward (7-10%)

	North	Central	South	Rural
<b>Visited in last 12 months</b>				
2019	87%	92%	94%	90%
2020	87%	92%	94%	90%
n	n=67	n=51	n=78	n=46
<b>Not visited in last 12 months</b>				
2019	93%*	94%*	83%*	87%*
2020	93%*	94%*	83%*	87%*
n	n=17	n=17	n=15	n=9

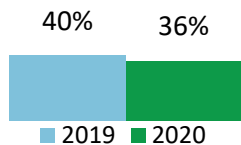
The proportion of those who have visited *Council maintained playgrounds* has not changed. Satisfaction among visitors remains high (91%)

No significant difference year-on-year or between wards was identified

Notes:  
 \* Caution: small sample size n<30  
 1. Sample: 2020 n=403; visited n=249, not visited n=154  
 2. North n=103, Central n=97, South n=121, Rural n=82. Analysis excludes 'don't know' responses;  
 3. PR1. In the last year, which of the following have you visited?  
 4. PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?

# The Akatarawa Cemetery

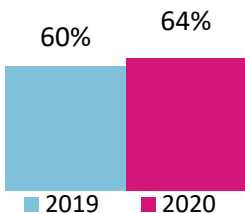
## Visited in last 12 months



Year	Percentage	n
2020 (%7-10)	98%	n=148
2019 (%7-10)	97%	n=157



## Not visited in last 12 months



Year	Percentage	n
2020 (%7-10)	90%	n=64
2019 (%7-10)	79%	n=55

## Satisfied by Ward (7-10%)

Ward	2020 (%7-10)	2019 (%7-10)	n
North	97%	97%	n=40
Central	96%	96%	n=34
South	100%	100%	n=40
Rural	100%	100%	n=34

Ward	2020 (%7-10)	2019 (%7-10)	n
North	92%*	93%*	n=21
Central	85%*	85%*	n=20
South	93%*	93%*	n=15
Rural	89%*	89%*	n=8

Don't know - 0%

Don't know - 75%

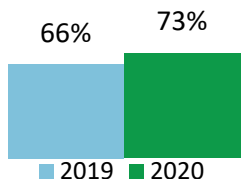
There hasn't been a significant change in the number of people visiting *The Akatarawa Cemetery*. Satisfaction of the facilities has remained high between visitors and non visitors of the past 12 months

Notes:  
 \* Caution: small sample size n<30  
 1. Sample: 2020 n=403; visited n=254, not visited n=149  
 2. North n=103, Central n=97, South n=121, Rural n=82. Analysis excludes 'don't know' responses;  
 3. PR1. In the last year, which of the following have you visited?  
 4. PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?

No significant difference year-on-year or between wards was identified

# Council's pathways network (includes cycle ways, walkways, shared paths and bush tracks in Council maintained open spaces)

## Visited in last 12 months

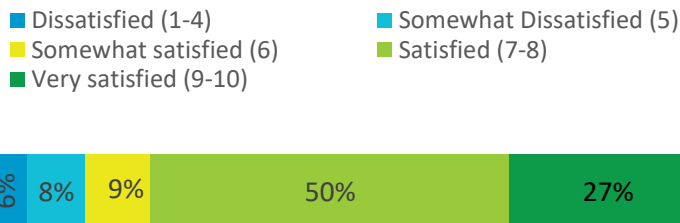
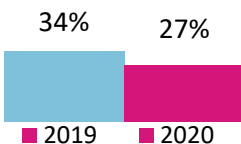


Year	2020 (%7-10)	2019 (%7-10)
Overall	89% ▲	82% ▼
Don't know	1% (n=288)	0% (n=135)

## Satisfied by Ward (7-10%)

Ward	North	Central	South	Rural
2020	87%	90%	89%	98%
2019	87%	90%	89%	98%
n	n=79	n=63	n=92	n=54

## Not visited in last 12 months



Year	2020 (%7-10)	2019 (%7-10)
Overall	77%	73%*
Don't know	60% (n=46)	0% (n=21)

Ward	North	Central	South	Rural
2020	83%*	72%*	70%*	85%*
2019	83%*	72%*	70%*	85%*
n	n=11	n=11	n=10	n=14

Those who have visited the *Council's pathways network* are more likely to be satisfied than those who have not and satisfaction among those people (89%) is significantly higher than it was in 2019 (82%)

Notes:

- \* Caution: small sample size n<30
- 1. Sample: 2020 n=403; visited n=291, not visited n=112
- 2. North n=103, Central n=97, South n=121, Rural n=82. Analysis excludes 'don't know' responses;
- 3. PR1. In the last year, which of the following have you visited?
- 4. PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?

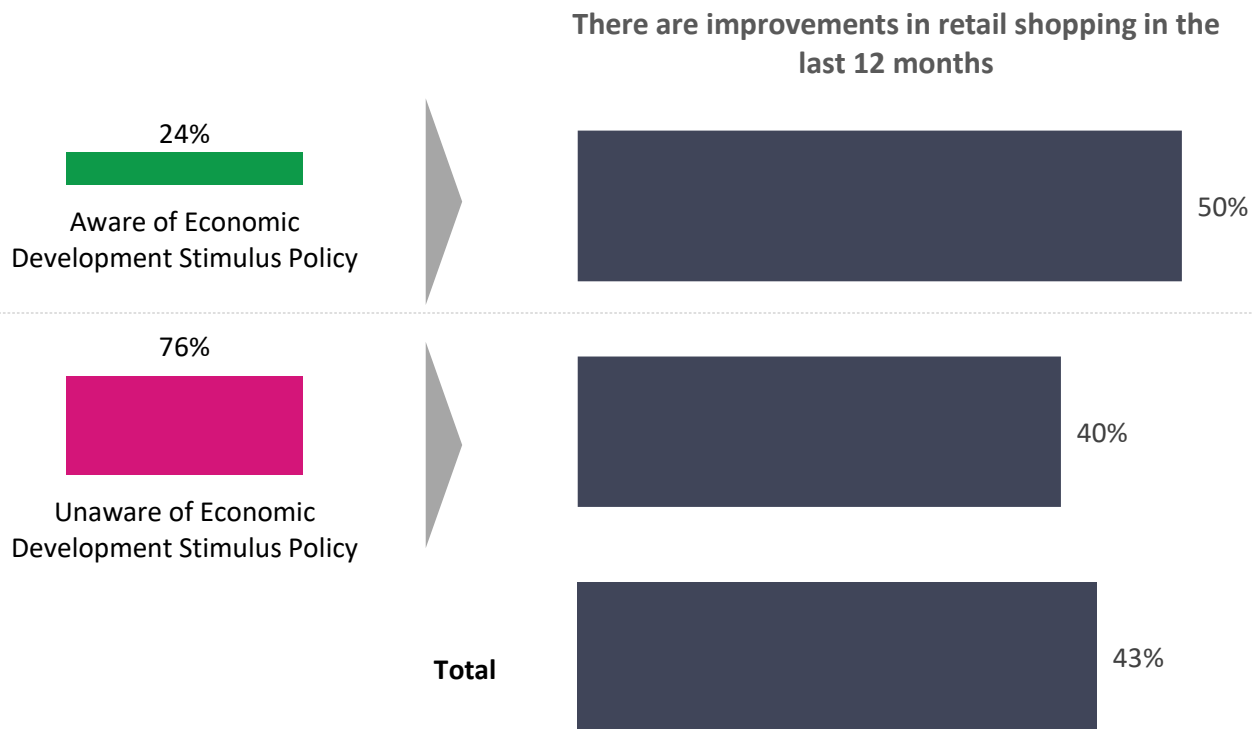
**Year-on-year**  
 ▲ Significantly higher  
 ▼ Significantly lower

No significant difference between wards was identified



# Economic development

## Economic development and retail shopping



Almost a quarter of residents (24%) are aware of the *Economic Development Stimulus Policy (EDSP)*, with 50% of those noting retail shopping improvements in the past year

Notes:

1. Sample: 2020 n=403.
2. ED1. Are you aware of the Upper Hutt City Council's Economic Development Stimulus Policy? (Q26 in 2015-2018 surveys)
3. ED2. Do you think the retail shopping in the city center has improved in the last 12 months? (Q27 in 2015-2018 surveys)





# The Upper Hutt environment

## Driver analysis: Upper Hutt environment

	Satisfied Impact (7-10%)	Don't know (%)	Mean score out of 10	2019 (7-10%)	Satisfied by Ward (7-10%)				Satisfied by Ethnicity (7-10%)	
					North	Central	South	Rural	Māori	All Others
Overall Upper Hutt environment	79%	1%	7.4	83%	76%	79%	82%	76%	86%	78%
Appearance of the City Centre	27%  60%	0%	6.7	61%	57%	71%	57%	52%	56%	60%
Retail shopping in central Upper Hutt	16%  46%	0%	6.1	44%	50%	57%	64%	50%	46%	46%
Pleasantness of the environment in your neighbourhood	16%  91%	1%	8.1	89%	89%	91%	93%	91%	88%	92%
Choice of housing options available within Upper Hutt	11%  62% ▼	15%	6.7	71%	45%	61%	72%	66%	55%	63%
Safety within your neighbourhood	10%  82%	1%	7.8	84%	82%	82%	82%	81%	81%	82%
Protection of significant natural features within Upper Hutt	9%  82%	10%	7.5	82%	80%	75%	82%	71%	80%	78%
Safety within Upper Hutt's City Centre	6%  69%	3%	7.1	74%	70%	73%	64%	72%	68%	69%
Range of public transport options available	5%  81%	10%	7.6	82%	75%	76%	91%	60%	85%	80%
Protection of heritage features within Upper Hutt	77%	21%	7.4	77%	69%	79%	82%	75%	72%	78%
Retail shopping at your local neighbourhood shops	No Current Impact  58%	7%	6.3	57%	50%	57%	64%	50%	57%	58%

**Overall Upper Hutt environment** is one of many areas that are highly rated by the residents. The choice of available housing options has decreased in the last 12 months.

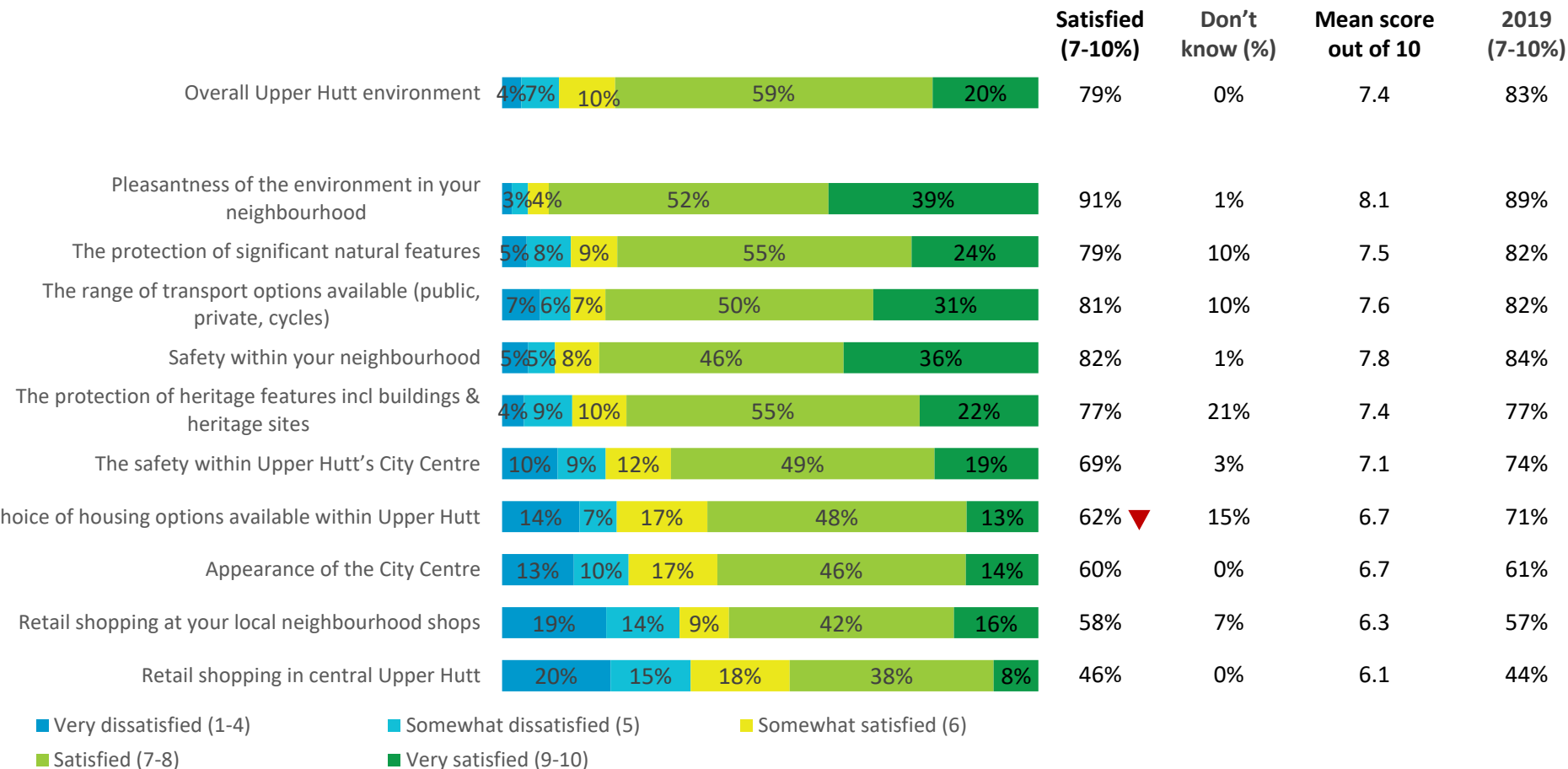
Rural residents are the least satisfied with the range of public transport options available

Notes:  
 1. Sample: n=403, North n=103, Central n=97, South n=121, Rural n=82, Maori n=38, Other Ethnicities n=365. Excludes 'don't knows'  
 2. EV1. I'm now going to read out different aspects of living in Upper Hutt. Please rate each one on a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied?  
 3. EV2. And, considering all those aspects, how would you rate the Upper Hutt environment overall?

Year-on-year  
 ▲ Significantly higher  
 ▼ Significantly lower

Between suburbs/ethnicities  
 ▲ Significantly higher  
 ▼ Significantly lower

## Upper Hutt environment - Satisfaction with aspects of Upper Hutt City



*Retail shopping in central Upper Hutt, Retail shopping at residents' local neighbourhood shops and Pleasantness of the environment in the neighbourhood are perceived slightly higher in 2020 compared to 2019*

Notes:  
 1. Sample: 2020 n=403. Analysis excludes 'don't know' responses  
 2. EV1. I'm now going to read out different aspects of living in Upper Hutt. Please rate each one on a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied? (Q31 in 2015-2018 surveys)  
 3. EV2. And, considering all those aspects, how would you rate the Upper Hutt environment overall?

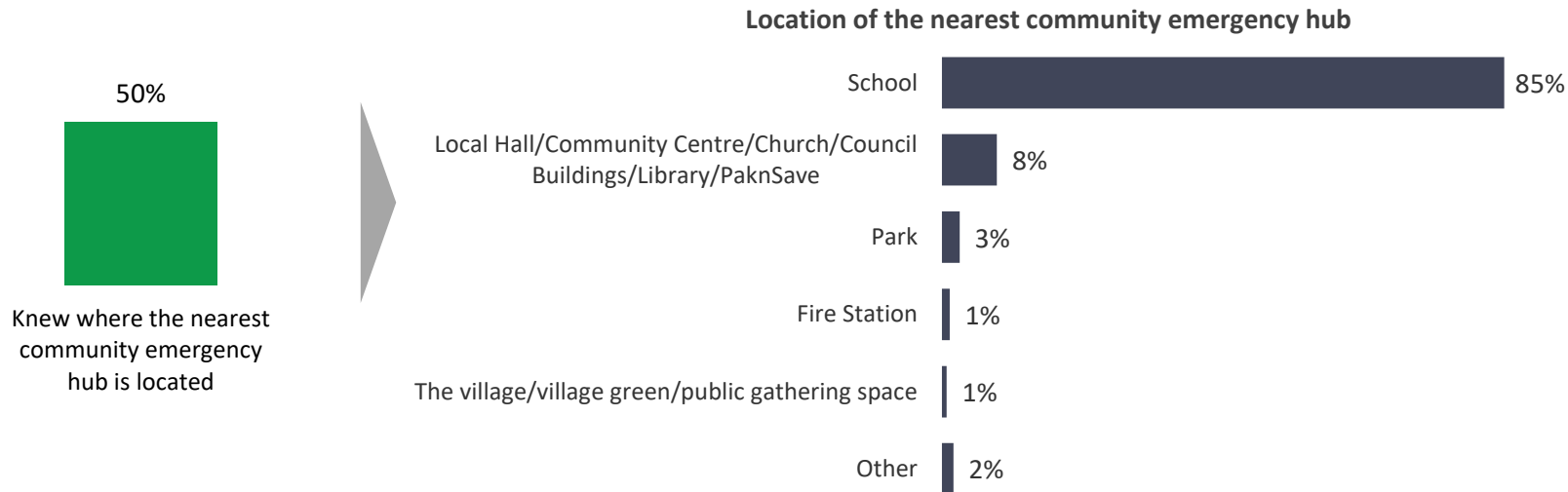
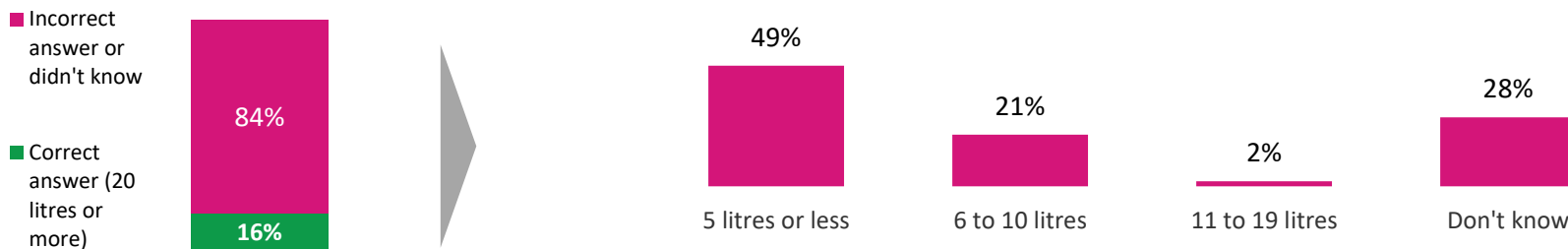
**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower



- Services and facilities

# Emergency management

# Emergency management



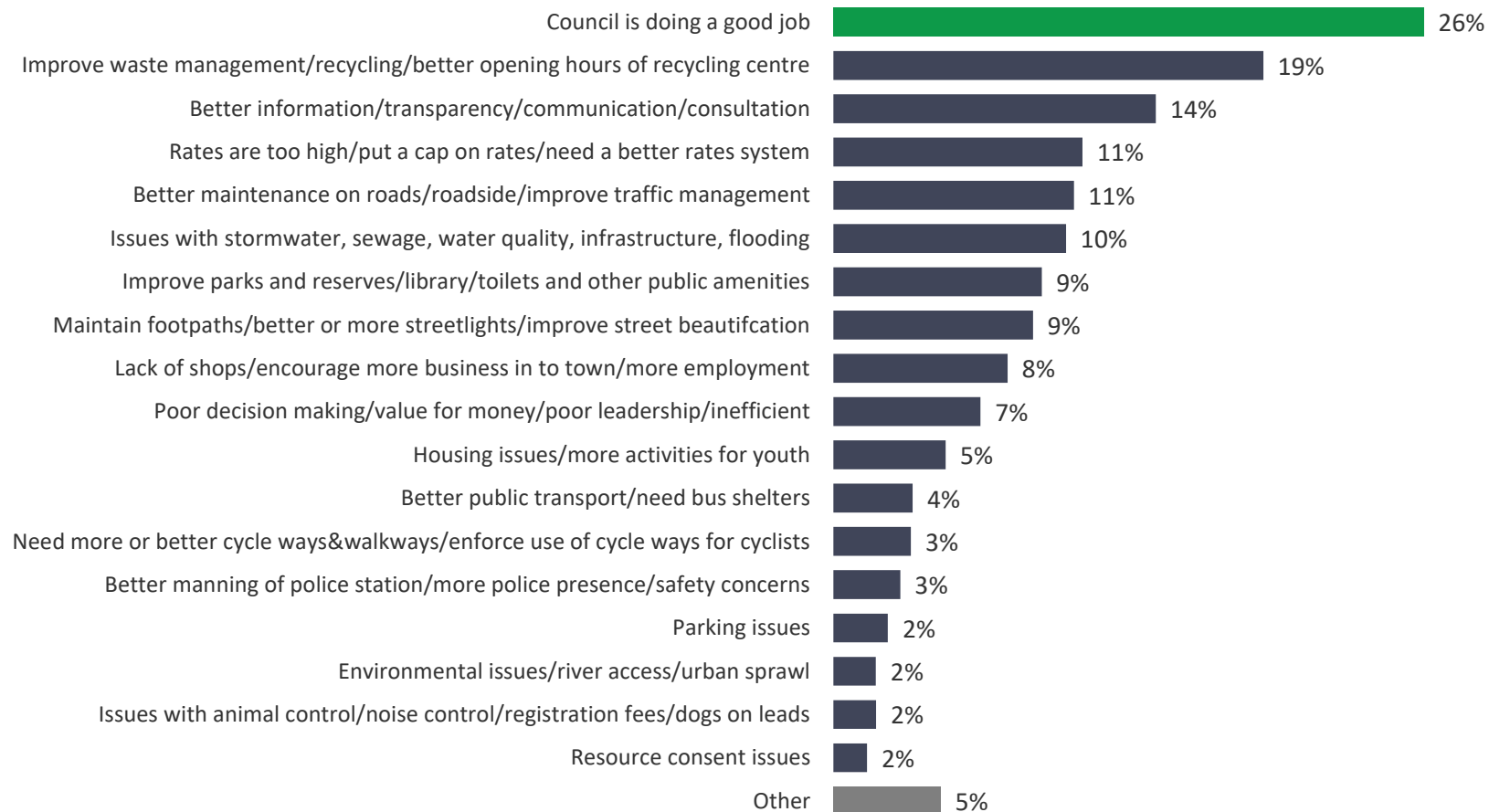
Only 7% of residents knew how much water should be stored in case of an emergency. Half (50%) knew where the nearest emergency hub was located with 85% of them indicating the *School* as the facility

Notes:  
 1. Sample: 2020 n=403  
 2. EM1. How many litres of water should be stored for each person per day in case of emergency?  
 3. EM2. Can you tell me where your nearest community emergency hub is located?



# General comments about the Council

## General comments about the Council



Concerning general comments about Council, over a quarter of respondents (26%) believe that Council is doing a good job. The most common areas residents would like to see improvements in are: *Waste management, Transparency and consultation, Rates and Road maintenance*

## General comments about the Council

I would like to see more protection of our heritage buildings. The council focusses too much on the development rather than sustaining our heritage buildings. This is really strong, development outranks heritage.

Keeping the prison in proportion with the size of the town to have a balanced community.

I think the fact that we have a water bottling plant that goes out to China should be closed down because why should I conserve water in the summer months when we are sending it to China, I will no longer do water conservation.

I have young children and I have had to take them out of school as there was bullying from the children and the leadership of the school. It was difficult to find somewhere to go to make a complaint of the school.

They need to sort out Waste Management and go back to how it was when it was all paid for by the ratepayer. We need more recycling centres and a better recycling system. At the library they need a questionnaire form about library satisfaction. Not happy about money being spent on non Council services for example it's CALLED ACTIVATE.

Fix the roading in Alamein Avenue in Mangaroa Valley. Recycling and rubbish bags should be included in the rates. The roading around Upper Hutt city centre should be tar sealed and should be fixed properly. Make the present recycling station bigger. Refer to what Blenheim council do in the South Island. Finally finish the gravel on the path at the Tannon Creek walkway.

The correct way of going about emergency management is to advertise it more. More information given to old people in case of emergency in smaller areas. Need emergency hubs in a closer area to Brown Owl.

My impression is that it is functioning well, the current Mayor seems to be getting reasonable publicity for what they are doing. People at church and my hockey group are not moaning and groaning about them. I am quite impressed with the tennis court behind the hockey turf. I think they are doing a good job and that sort of thing.

The recycling drop off point is absolutely abysmal. I have used this 3 times and it is closed most of the time, mountain of rubbish all over the place and can be dangerous when the wind picks up, and blows it all over the place. My number one gripe is the dog poo all over the place. Mostly around the Silverstream school and the dog control around Upper Hutt is disgraceful. I have complained about this many times and no resolution.

The state of the roads outside of the urban area are appalling. I would like to see some solution for the empty shops. Very keen on them continuing their environmental protection work as it is a very beautiful place to live.





# Demographics

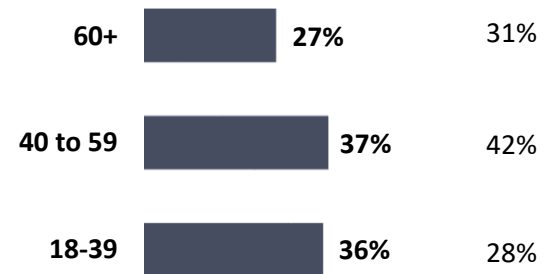
## Demographic Profile

### Gender



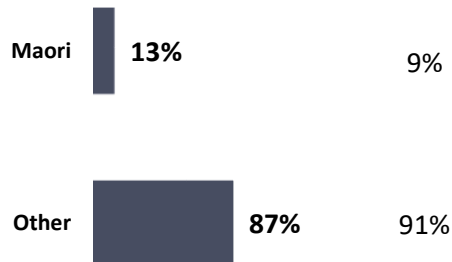
### Age (weighted)

### Unweighted



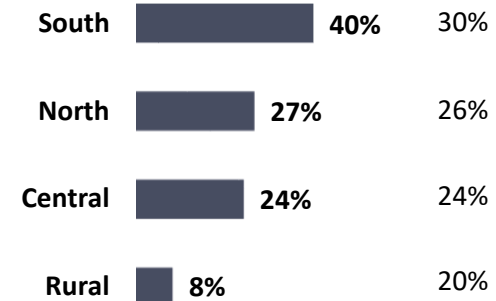
### Ethnicity (weighted)

### Unweighted



### Ward (weighted)

### Unweighted



Notes:

1. Sample: 2020 n=403,